Arnal.Maria

From:	SIMB CP DWS / SED PM DGSGI (IRCC)
Sent:	September 14, 2021 9:33 AM
To:	IN Chinook / Chinook RI (IRCC)
Cc:	Gagnon.Paul; Brian.Colin; SIMB CP DWS / SED PM DGSGI (IRCC)
Subject:	RE: Approved DLI list - Ready for Coding - September 21th 2021

Good Day/Bonjour:

A work ticket has been created for your request. For any inquiries, please email SIMB CP DWS / SED PM DGSGI (IRCC) IRCC.SIMBCPDWS-SEDPMDGSGI.IRCC@cic.gc.ca quoting this reference number.

#

Un billet a été créé pour votre demande de service. Si vous avez des questions, veuillez communiquer avec SIMB CP DWS / SED PM DGSGI (IRCC) IRCC.SIMBCPDWS-SEDPMDGSGI.IRCC@cic.gc.ca en indiquant ce numéro de référence.

Thank you - Merci,

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From: IN Chinook / Chinook RI (IRCC)
Sent: September 14, 2021 9:20 AM
To: SIMB CP DWS / SED PM DGSGI (IRCC)
Cc: Gagnon.Paul ; Brian.Colin ; IN Chinook / Chinook RI (IRCC)
Subject: Approved DLI list - Ready for Coding - September 21th 2021

Chinook has the requirement to amend the DLI List for the two columns added to the Mod 1 data. The approved DLI list attached will be effective on **Tuesday, September 21, 2021**. No DLIs will be removed from the list on September 21.

Summary of approved DLIs: (*New information added highlighted in yellow)*
We have received **5 NEW** schools to be published on September 21st, 2021.

- Alberta – 2
- Manitoba – 2
- Newfoundland & Labrador – 1

- Current number of DLIs with an approved COVID-19 readiness plan, per Province/Territory
  - **AB:** 81 post-secondary schools (of 117 DLIs) and blanket approval for all primary and secondary schools (K-12).
  - **BC:** 186 post-secondary schools (of 264 DLIs) and blanket approval for all primary and secondary schools (K-12).
  - **MB:** 26 post-secondary schools (of 38 DLIs) and blanket approval for all primary and secondary schools (K-12).

- ○ **NB :** 20 post-secondary schools (of 23 DLIs) and blanket approval for all primary and secondary schools (K-12).
- ○ **NL:** 5 post-secondary schools (of 13 DLIs) and blanket approval for all primary and secondary schools (K-12).
- ○ **NS:** 28 post-secondary schools (of 40 DLIs) and blanket approval for all primary and secondary schools (K-12).
- ○ **ON:** 251 post-secondary schools (of 343 DLIs) and blanket approval for all primary and secondary schools (K-12).
- ○ **PEI :** 6 post-secondary schools (of 10 DLIs) and blanket approval for all primary and secondary schools (K-12)
- ○ **QC :** 429 post-secondary schools (of 429 DLIs) and blanket approval for all primary and secondary schools (K-12)
- ○ **SK:** 17 post-secondary schools (of 27 DLIs) and blanket approval for all primary and secondary schools (K-12)
- ○ **YT:** 1 post-secondary schools (of 2 DLIs) and blanket refusal for all primary and secondary schools (K-12)
- ○ **NWT**: 1 post-secondary school (of 1 DLI)
- ○ **NU** does not accept international students.

○ We have received **1051 approved DLIs of 1307 active DLIs**

Any further questions please contact the Chinook Mailbox.

Donna Hickey

Program Officer, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Donna.Hickey@cic.gc.ca / Tel: 613-437-7260

, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Donna.Hickey@cic.gc.ca / Tél.: 613-437-7260

Arnal.Maria

From:	
Sent:	September 3, 2021 3:10 PM
To:	Brisebois.Eve; IN Chinook / Chinook RI (IRCC); Mission-Shanghai; Gillis.Raymond
Cc:	Kavutse.Jean-Claude; JL.Officer / JL.Officier (IRCC)
Subject:	RE: Assistance - FW: Chinook Mod3 Issue - Refusal Action

Hi Eve!
Glad to hear that you've managed to find a workaround. I don't think it's a schema issue but replacing it can't hurt. I only have a copy of the schema.ini for Mod3+ at the moment and don't have GCDocs access from my current profile so I cant forward. But let me CC our tech contacts at INOM to see if they can provide the correct link for the regular Mod3 schema or if they can troubleshoot for you.

Best,

From: Brisebois.Eve
Sent: Friday, September 3, 2021 12:58 PM
To: -SHNGI -IM ; IN Chinook / Chinook RI (IRCC) ; Mission-Shanghai ; Gillis, Raymond -SHNGI -IM
Subject: RE: Assistance - FW: Chinook Mod3 Issue - Refusal Action

Hi

Thank you for the prompt response!

I can confirm that all windows related to Microsoft Office, including the excel were closed when trying to populate the refusal action. I was actually the one responsible to update Mod3 for Office 2016 for CPC-O, which went smoothly. Would it be possible that the schema link is the source causing this issue? If so, with the proper link I could definitely replace it in our local drive.

Fortunately, I have found a workaround for today, being:

1. Open Mod 3 page
2. Select appropriate data path
3. Save on desktop
4. Close and restart computer
5. Open Mod 3 from desktop
6. Input apps

As you can see, it's pretty extensive to do daily! But I'm aware of the challenges around Chinook and hopefully, the cloud will fix some of those bugs!

Please let me know if the schema file should be updated (last update: 2021-02-12), and if a link is available in order to go download it in our local drive.

Thank you!

Eve Brisebois (she/elle)
Teleworking / Télétravail

Case Processing Officer, CPC-O - Centralized Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Eve.Brisebois@cic.gc.ca / Cel: [redacted]

Officier de traitement des demandes, CTD-O - Réseau centralisé
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Eve.Brisebois@cic.gc.ca / Tél: [redacted]

From [redacted]
Sent: September 3, 2021 12:32 PM
To: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>; Mission-Shanghai <Mission-Shanghai@cic.gc.ca>; Gillis.Raymond <Raymond.Gillis@international.gc.ca>; Brisebois.Eve <Eve.Brisebois@cic.gc.ca>
Subject: RE: Assistance - FW: Chinook Mod3 Issue - Refusal Action

Hi Eve,

Definitely not the first time I've heard of Mod3 crashing but it's interesting in that only the refusal action causes things to crash.
Mod3 is very temperamental so this is one reason we are moving to Chinook+ and the web-based Chinook cloud.

To start, could you confirm that all throughout using Mod3 (launching, inputting files etc) you are not using any other Excel windows? I would close the [redacted] right after Mod3 is launched just to be safe even.
If that is indeed the case, it's possible that the Mod3 viewer may be corrupted and it needs to be replaced by whomever manages your Mod3 folders. In that case, there's nothing much you can do yourself, I think.

On that note, I'm actually not sure if CN has moved to Chinook mod3+ yet like IN has. If you are in touch with someone who manages your office's chinook installation and if CN has the permission to do so, I might suggest an upgrade to Chinook Mod3+ for Office 2016 http://gcdocs2.ci.gc.ca/otcs/cs.exe?func=ll&objaction=overview&objid=338163065 , which was more recently updated and may resolve the issue (note that the installation requires a new schema.ini file as well as the regular download of additional files from the Chinook drive).

Best,
Brent

From: Brisebois.Eve <Eve.Brisebois@cic.gc.ca>
Sent: September 3, 2021 11:23 AM
To: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Subject: Chinook Mod3 Issue - Refusal Action

Good day from CPC-O,

I would like to inquire about a potential workaround for Mod 3, specifically in terms of the refusal action. When selecting it, the Chinook [redacted] crashes and disappears, losing all imputed data. This issue does not affect the other actions in Mod 3 (approved, withdrawn, other).

What has been tried so far without success:
- Computer restart
- Closing all Microsoft docs, except for the Mod 3 [redacted]
- Opening Mod 3 outside of [redacted]
- Selecting a different action first, then trying refusal

Please let me know what course of action should be taken next.

Thank you!

Eve Brisebois (she/elle)
Teleworking / Télétravail

Case Processing Officer, CPC-O - Centralized Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Eve.Brisebois@cic.gc.ca / Cel:

Officier de traitement des demandes, CTD-O - Réseau centralisé
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Eve.Brisebois@cic.gc.ca / Tél:

Arnal.Maria

From:
Sent: August 5, 2021 8:02 AM
To: IN Chinook / Chinook RI (IRCC); Gillis.Raymond; international.gc.ca
Cc: Dufour.Marthe
Subject: RE: Assistance - FW: Folder structure for Chinook+
Attachments: Schema.ini

Hi
The issue is definitely the schema – please replace the existing .ini file with the current one, which is meant for Chinook+.

From: IN Chinook / Chinook RI (IRCC)
Sent: Thursday, August 5, 2021 7:55 AM
To: Mission-Shanghai ; Gillis, Raymond -SHNGI -IM ; -SHNGI -IM
Cc: IN Chinook / Chinook RI (IRCC)
Subject: Assistance - FW: Folder structure for Chinook+

Please assist the below Chinook+ data path.

Thanks again as always.

Donna Hickey

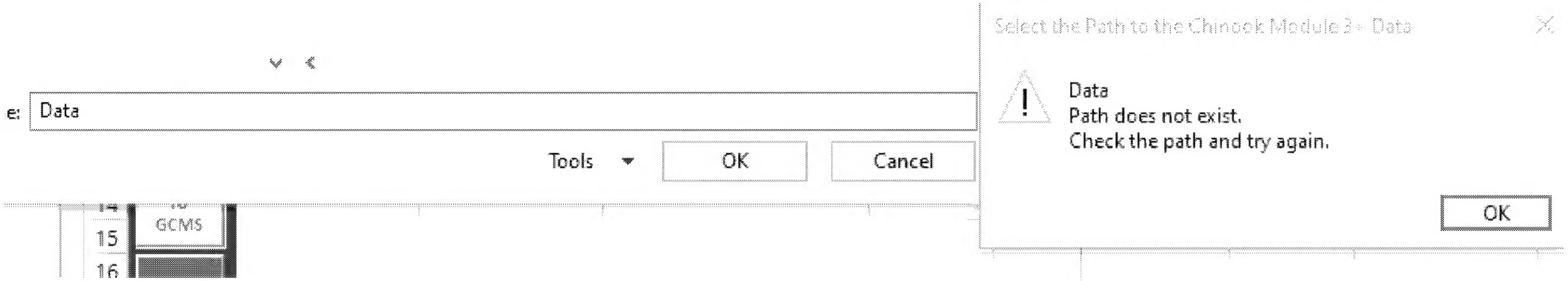
From: @international.gc.ca [mailto @international.gc.ca]
Sent: August 5, 2021 7:31 AM
To: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Cc: Dufour.Marthe <marthe.dufour@international.gc.ca>
Subject: RE: Folder structure for Chinook+

Hi Donna,

Thanks for sharing. It seems that we have all the up-to-date files but having trouble with the data path.

We're getting this error message:

s.17



Data
Path does not exist.
Check the path and try again.

The data folder has all the regular files taken from the CHINOOK_EDW drive.

Paris was suggesting we need to create a separate Chinook+ folder but that doesn't seem obvious from the information you've just shared.

Apologies from our end, but it's a couple of modest-techies at the helm here.

Second Secretary, Migration | Deuxième secrétaire, migration
Embassy of Canada (Rome) | Ambassade du Canada (Rome)
Telephone | Téléphone -

From: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Sent: August 5, 2021 1:19 PM
To: ·ROME -IM < @international.gc.ca>
Cc: Dufour, Marthe -ROME -IM <Marthe.Dufour@international.gc.ca>
Subject: RE: Folder structure for Chinook+

Hello I

Attached is the initial communication instructions for Missions to onboard Chinook+. Please let me know if you require further assistance.

Donna Hickey
IN Chinook

From: @international.gc.ca [mailtc @international.gc.ca]
Sent: August 5, 2021 5:30 AM

To: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Cc: Dufour.Marthe <marthe.dufour@international.gc.ca>
Subject: Folder structure for Chinook+

Hello Chinook colleagues,

We're having some difficulty accessing all the functionalities of the newly updated Chinook+ and think it may have to do with how we've set up our data folder structure. Might you be able to share the installation guide and/or required steps to move from Chinook to Chinook+?

Thank you,

Second Secretary, Migration | Deuxième secrétaire, migration
Embassy of Canada (Rome) | Ambassade du Canada (Rome)
@international.gc.ca
Telephone | Téléphone
Government of Canada | Gouvernement du Canada

Pages 9 to / à 11
are withheld pursuant to section
sont retenues en vertu de l'article

16(2)(c)

of the Access to Information Act
de la Loi sur l'acces a l'information

s.16(2)
s.17

Arnal.Maria

From:
Sent: September 30, 2021 10:41 PM
To: IN Chinook / Chinook RI (IRCC); Gillis.Raymond; Adam.Duffield@international.gc.ca
Subject: RE: Assistance - Mod 3+ Abu Dhabi

Categories: Follow up

Hi Adam,
Am consulting with Ray on the issue and will get back to you as soon as we can.

First Secretary (Migration) | Première Secrétaire (Migration)
Email | courriel @international.gc.ca
Telephone | Téléphone: | MITNET
High Commission of Canada | Haut-Commissariat du Canada
7/8 Shantipath, Chanakyapuri
New Delhi, India | New Delhi, Inde
Government of Canada | Gouvernement du Canada

From: IN Chinook / Chinook RI (IRCC)
Sent: September 29, 2021 6:09 PM
To: Mission-Shanghai ; Gillis, Raymond -SHNGI -IM ; DELHI -IM
Cc: IN Chinook / Chinook RI (IRCC)
Subject: Assistance - Mod 3+ Abu Dhabi
Please reach out to Abu Dhabi to officer assistance with the reported Mod 3+ issue. Please c.c. IN Chinook.
Thanks again.
Donna Hickey

Program Officer, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Donna.Hickey@cic.gc.ca / Tel: 613-437-7260

, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Donna.Hickey@cic.gc.ca / Tél.: 613-437-7260

s.17 s.16(2)

From: Adam.Duffield@international.gc.ca <Adam.Duffield@international.gc.ca>
Sent: September 29, 2021 3:46 AM
To: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Cc: [redacted]@international.gc.ca>
Subject: RE: Mod1 missing groups

Hi Donna,

Thank you. I'm curious if other offices reported this too?

We are seeing another issue which may be related, but I'm not sure. When an officer spots a family group in Mod3+ that has family members missing, they have been going into GCMS to identify the application numbers of the missing family members, in order to process the family group as a whole in Mod3. However, inputting those missing application numbers into Mod3 has resulted in Mod3 crashing with all applications being removed from the viewer. I have been unable to recreate it for myself (and don't have a screenshot).

Thanks,

Adam Duffield (he/il)
Designated Migration Officer| Agent de migration désigné
Embassy of Canada to the United Arab Emirates | Ambassade du Canada aux Émirats arabes unis
P.O. Box 6970, Abu Dhabi, United Arab Emirates
MITNET: [redacted]
Government of Canada Gouvernement du Canada

From: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Sent: September 28, 2021 12:16 AM
To: Duffield, Adam -ABDBI -IM <Adam.Duffield@international.gc.ca>; IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Cc: [redacted]-ABDBI -IM · [redacted]@international.gc.ca>; IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Subject: RE: Mod1 missing groups

Your Error report is with EDW for investigation. I will advise when update is available.

Donna Hickey

Program Officer, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Donna.Hickey@cic.gc.ca / Tel: 613-437-7260

, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Donna.Hickey@cic.gc.ca / Tél.: 613-437-7260

From: Adam.Duffield@international.gc.ca <Adam.Duffield@international.gc.ca>
Sent: September 27, 2021 5:57 AM
To: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Cc: [redacted]@international.gc.ca>
Subject: Mod1 missing groups

Hi IN-Chinook,

Our office is now processing post September 7th TRVs and are finding that group numbers are missing from Mod1. None of the files appear to have been part of a Temporary Processing Group and so I can see no reason why the Group number would have been deleted.
This is resulting in officers pulling applications from Mod1 separately despite them being part of a family group.
Please see some group and app numbers below.

User Name	duffiea / AD22973
IRCC Office Location	Abu Dhabi
Which Chinook module?	Mod 1
Which Office build (eg. 2010; 2013; 2016) and version number of the Chinook module?	Office 2016 build; tool version 2.3; database version 1.5.
Which Chinook modules were running at the same time?	N/A
Brief description of event. (what user was doing when issue occurred)	Multiple TRV groups are missing from Mod1 for no discernable reason causing Some examples: [redacted]
Screenshots (if possible)	N/A
Which version of Windows?	10
Which version of Office?	2016
Other details?	N/A

Thank you,
Adam Duffield (he/il)
Designated Migration Officer| Agent de migration désigné
Embassy of Canada to the United Arab Emirates | Ambassade du Canada aux Émirats arabes unis
P.O. Box 6970, Abu Dhabi, United Arab Emirates
MITNET: [redacted]
Government of Canada Gouvernement du Canada

Let's chat on Teams! | Clavardons sur Teams!

Arnal.Maria

From: JL.Officer / JL.Officier (IRCC)
Sent: September 15, 2021 4:30 PM
To: IN Chinook / Chinook RI (IRCC)
Cc: Karkaria.Zal; Harrison.Kevin; Kavutse.Jean-Claude
Subject: RE: Call for Content - Chinook September email updates
Attachments: [Input needed] TRV Digital Journey Lab – Chinook 1.5 new roll-out plan

Hi Donna,

Find below our input for the Chinook 1.5 (Cloud Platform) Updates section.

- **Chinook 1.5 (Cloud Platform) Updates:**
  - Chinook 1.5 Officer Tool in Production has over 1.2 million TR files (TRV, WP, WP-EXT, SP, SP-EXT) active.
  - Over 2,700 Temporary Resident files (mostly SP) have been successfully processed to date using Chinook 1.5 Officer Tool.
  - Messaging has gone from Ralph Bishop on behalf of the IRCC TRV Digital Journey Lab Chinook 1.5 Team to roll out the tool more broadly to processing offices (more details in the attached message).
  - Sprint 20 (September 1 to September 14, 2021) and 21 (September 15 to September 28, 2021) are focused on MVP for Chinook 1.5 AAM (End of September release).
  - Sprints 22 (September 29 to October 12, 2021) and onwards to focus on adding functionality (and incorporating feedback from MVP Chinook 1.5 AAM release) to Chinook 1.5 AAM and Chinook 1.5 Office Tool as well as implementing more of the Chinook 1.0 and Chinook Mod 3+. Functionalities.

Regards,

Trevor Clack

Technical Advisor, Application Development, Transformation
Immigration, Refugees and Citizenship Canada / Government of Canada
Trevor.Clack@cic.gc.ca / Tel: 613-437-6061 / Microsoft Teams

Conseiller(ère) technique, Développement des applications, Transformation
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Trevor.Clack@cic.gc.ca / Tél.: 613-437-6061 / Microsoft Teams

From: IN Chinook / Chinook RI (IRCC)
Sent: September 14, 2021 09:50
To: JL.Officer / JL.Officier (IRCC)
Cc: IN Chinook / Chinook RI (IRCC)
Subject: FW: Call for Content - Chinook September email updates

Forwarding this request below to the JL general mailbox as per Kevin Harrisons out of office message.

Thanks

Donna Hickey

Program Officer, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Donna.Hickey@cic.gc.ca / Tel: 613-437-7260

, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Donna.Hickey@cic.gc.ca / Tél.: 613-437-7260

From: Hickey.Donna **On Behalf Of** IN Chinook / Chinook RI (IRCC)
Sent: September 14, 2021 9:00 AM
To: Rushton.Robin-Leah <Robin-Leah.Rushton@cic.gc.ca>; Wong.Mark <Mark.Wong@cic.gc.ca>; Harrison.Kevin <Kevin.Harrison@cic.gc.ca>; Daponte.Andie <Andie.Daponte@cic.gc.ca>; Karkaria.Zal <Zal.Karkaria@cic.gc.ca>
Cc: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Subject: Call for Content - Chinook September email updates

Hi Everyone,

The Chinook monthly call is cancelled for the month of September. IN Chinook will prepare and distribute an email update to all attendees.

Can you please provide content on the following or if you have additional items.

- **Chinook 1.0 - NHQ Updates:**
    - Status of Legal Case – July
    - PR Mod 1 Update
    - CEC Mod 1 Update
- **Chinook 1.5 (Cloud Platform) Updates:**
- **Other items:**

Requesting this content by EOD Wednesday, September 15th.

Thank you again

Donna Hickey

Program Officer, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Donna.Hickey@cic.gc.ca / Tel: 613-437-7260

, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Donna.Hickey@cic.gc.ca / Tél.: 613-437-7260

Arnal.Maria

From:	Brown.Lisa on behalf of Bishop.Ralph
Sent:	September 15, 2021 1:17 PM
To:	IN DGO Mailbox / Boîte BDG RI (IRCC); IRCC.F CN DGO / BDG RC F.IRCC; IRCC.F DN DGO / BDG RN F.IRCC
Cc:	TRPD DO / BD PPRT (IRCC); IRCC.F IPG DGO / BDG OPI F.IRCC; IN INOM / OMRI RI (IRCC); Karkaria.Zal; Harrison.Kevin; Mputu.Yvette; Cleyn.Joseph; Iatauro.Connie; JL.Officer / JL.Officier (IRCC)
Subject:	[Input needed] TRV Digital Journey Lab – Chinook 1.5 new roll-out plan

Good day,

We are sending this message on behalf of the IRCC TRV Digital Journey Lab Chinook 1.5 Team.

The Lab has and will continue working closely with the Networks to develop a cloud-based version of Chinook (currently being called Chinook 1.5), an enhanced tool used to support the processing of temporary resident (TR) applications. Chinook 1.5 will replace previous versions of Chinook currently in use across the Department. This new tool is already in production and being used on a trial basis to process Temporary Resident (TR) Visa, Study Permit and Work Permit applications. We are now seeking to expand the number of users in order to gain more feedback that will help us further refine the tool and ready it for full deployment.

The purpose of this e-mail is to seek your support as we work toward rolling out the tool more broadly to processing offices:

- Please provide an ordered list of offices with whom we may seek additional users. The list should be representative of the diversity in your respective Network, indicate your preferred roll-out order, and include any other additional information that may be relevant for our planning purposes. Some things to keep in mind when considering your preferred order of roll-out include operational capacity, change readiness, and the potential impacts to the offices. This will help us define a first draft and we will engage with employees within your networks to continuously refine the plan as we move forward.

- Once the initial roll-out plan is defined, we will work with the office contacts to develop a list of users with whom we will initiate training and onboarding sessions. The goal is to start these sessions before end of September 2021 and to have them continue at regular intervals until all potential users are using the tool.

- In parallel, the Lab will continue to refine their tool based on ongoing feedback from users, and take the steps necessary to decommission legacy versions of Chinook.

To note, officers in Nairobi and Warsaw have reached out to the Lab's team and these offices appear to be at a high level of readiness to shift to Chinook 1.5 for TR processing. The team has also been contacted by London asking when they can begin adoption of the tool, and by employees of CN asking about rollout plans. Based on this, the Lab recommends starting the expanded rollout of the tool with officers in Nairobi, Warsaw and CPC-O, and potentially including London as a subsequent next step. However, as you have a greater understanding of Network pressures, capacity and needs, we are asking each Network to make the final decision.

Please complete the table below with your respective list of offices, office contacts and associated considerations by **EOD September 17, 2021**

Officer Roll-out List by Networks

Order	Network	Office Name	Office Contact	Considerations

1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

For more information around Chinook 1.5, please consult our FAQ's document.

Thank you in advance for your continued engagement and collaboration. If you require more information or want to connect directly with the Chinook development team, please feel free to contact IRCC.JL.Officer-JL.Officier.IRCC@cic.gc.ca

Ralph Bishop

Director Gerneral, Transformation
Immigration, Refugees and Citizenship Canada / Government of Canada
Ralph.Bishop@cic.gc.ca / Tel: 613-408-8733

Directeur Génerale, Transformation
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Ralph.Bishop@cic.gc.ca / Tél.: 613-408-8733

Arnal.Maria

From: Rushton.Robin-Leah
Sent: August 3, 2021 12:30 PM
To: Fernandez.Alexis
Cc: Sehgal.Tarandeep; IN Chinook / Chinook RI (IRCC)
Subject: RE: CEC Mod1 Demo and SOP

Hey,

Yes please. Ideally for sometime next week for when T is back. Let me know if that doesn't work.

Thanks,

Robin Rushton
(she/her/elle)

Assistant Director – INOM, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Robin-Leah.Rushton@cic.gc.ca
Telework: M-F 7-3pm (EDT)

Directrice adjointe - RIOM, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Robin-Leah.Rushton@cic.gc.ca
Télétravail: L-V 7-15h (HAE)

From: Fernandez.Alexis
Sent: Tuesday, August 3, 2021 12:01 PM
To: Rushton.Robin-Leah
Cc: Sehgal.Tarandeep ; IN Chinook / Chinook RI (IRCC)
Subject: FW: CEC Mod1 Demo and SOP

Hi Robin, I flipped this over to Andie last week, but I guess he was busy. DN West is looking to use chinook Mod1 for CEC processing soonish.

Should I go ahead and set up the initial meeting to discuss requirements?

Alexis Fernandez

INOM, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Alexis.Fernandez@cic.gc.ca / Tel: 780-619-8546
Telework: Monday to Friday 8:00 – 4:00 pm MST

OMRI, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Alexis.Fernandez@cic.gc.ca / Tél.: 780-619-8546
Télétravail: lundi – vendredi 8h – 16h HNR

From: Fernandez.Alexis
Sent: July 27, 2021 11:34 AM

s.16(2)

To: Daponte.Andie <Andie.Daponte@cic.gc.ca>
Cc: Sehgal.Tarandeep <Tarandeep.Sehgal@cic.gc.ca>
Subject: FW: CEC Mod1 Demo and SOP

Do you want me to go ahead and set up a meeting?

Alexis Fernandez

INOM, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Alexis.Fernandez@cic.gc.ca / Tel: 780-619-8546
Telework: Monday to Friday 8:00 – 4:00 pm MST

OMRI, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Alexis.Fernandez@cic.gc.ca / Tél.: 780-619-8546
Télétravail: lundi – vendredi 8h – 16h HNR

From: Lee.Jiwon
Sent: July 27, 2021 11:29 AM
To: Fernandez.Alexis <Alexis.Fernandez@cic.gc.ca>
Subject: RE: CEC Mod1 Demo and SOP

Hi Alexis,

I believe the sooner the better – Christopher is very interested in rolling out Chinook Mod 1 for the DN West, especially in light of the high targets (and subsequently high inventory) for CEC for the year-end.

Do you know if in-depth training of Chinook Mod 1 is available in August?

Thank you,

Jiwon Lee

A/Senior Analyst and Liaison Officer, Lean Management – Immigration
Immigration, Refugees and Citizenship Canada / Government of Canada
Jiwon.Lee@cic.gc.ca / Tel:

Analyste et agente de liaison principale pi, Gestion allégée – Immigration
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Jiwon.Lee@cic.gc.ca / Tél.:

From: Fernandez.Alexis
Sent: July 27, 2021 10:12 AM
To: Lee.Jiwon <Jiwon.lee@cic.gc.ca>
Subject: RE: CEC Mod1 Demo and SOP

Hi Jiwon,

Just wondering if you have a specific timeline in mind with regards to the Mod1 roll out for DN?

Thanks,

Alexis Fernandez

INOM, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Alexis.Fernandez@cic.gc.ca / Tel: 780-619-8546
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Alexis.Fernandez@cic.gc.ca / Tél.: 780-619-8546
Télétravail: lundi – vendredi 8h – 16h HNR

From: Lee.Jiwon
Sent: July 20, 2021 5:28 PM
To: Fernandez.Alexis <Alexis.Fernandez@cic.gc.ca>
Subject: RE: CEC Mod1 Demo and SOP

Hi Alexis,

Hope you're doing well!

I went over the documents that you have provided – thank you for giving us the permissions to access them! – and we're interested in implementing Chinook Mod 1 for the DN West's CEC teams.

Do you know who I can contact to ask for more step-by-step training on Chinook Mod 1, in addition to creating parameters within Chinook Mod 1 for the DN West (ie. input the local offices as selections for the Primary Office fields within the tool)?

Thank you,

Jiwon Lee

A/Senior Analyst and Liaison Officer, Lean Management – Immigration
Immigration, Refugees and Citizenship Canada / Government of Canada
Jiwon.Lee@cic.gc.ca / Tel:

Analyste et agente de liaison principale pi, Gestion allégée – Immigration
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Jiwon.Lee@cic.gc.ca / Tél.:

From: Fernandez.Alexis
Sent: July 14, 2021 12:47 PM
To: Lee.Jiwon <Jiwon.lee@cic.gc.ca>
Cc: Kerr.Christopher <Christopher.Kerr@cic.gc.ca>; Chen.Lawrence <Lawrence.Chen@cic.gc.ca>; Davis.Catherine <Catherine.Davis@cic.gc.ca>
Subject: RE: CEC Mod1 Demo and SOP

Hi Jiwon,

I just updated permissions for all on cc except for Christopher. His account is greyed out for some reason.

Please check the folder again.

s.16(2)

Thanks

Alexis Fernandez

International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Alexis.Fernandez@cic.gc.ca / Tel: 780-619-8546

Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Alexis.Fernandez@cic.gc.ca / Tél.: 780-619-8546

From: Lee.Jiwon
Sent: July 14, 2021 12:11 PM
To: Fernandez.Alexis <Alexis.Fernandez@cic.gc.ca>
Cc: Kerr.Christopher <Christopher.Kerr@cic.gc.ca>; Chen.Lawrence <Lawrence.Chen@cic.gc.ca>; Davis.Catherine <Catherine.Davis@cic.gc.ca>
Subject: RE: CEC Mod1 Demo and SOP

Hi Alexis,

Unfortunately, I don't believe I have permissions to access the GCDOCS folder as I receive an error message when attempting to open the link. Could I request for permissions to access the folder? I've cc'd Christopher Kerr as well as Lawrence and Cathy who've attended yesterday's demo session in case they have issues accessing the folder as well.

Thank you,

Jiwon Lee

A/Senior Analyst and Liaison Officer, Lean Management – Immigration
Immigration, Refugees and Citizenship Canada / Government of Canada
Jiwon.Lee@cic.gc.ca / Tel:

Analyste et agente de liaison principale pi, Gestion allégée – Immigration
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Jiwon.Lee@cic.gc.ca / Tél.:

From: Fernandez.Alexis
Sent: July 14, 2021 9:30 AM
To: MacLean.Cody <Cody.MacLean@cic.gc.ca>; Savone.Alessandro <Alessandro.Savone@cic.gc.ca>; Kerr.Christopher <Christopher.Kerr@cic.gc.ca>
Cc: IN INOM / OMRI RI (IRCC) <IRCC.ININOM-OMRIRI.IRCC@cic.gc.ca>
Subject: CEC Mod1 Demo and SOP

Hi Cody, Alessandro and Christopher,

Thank you for attending yesterday's demo.

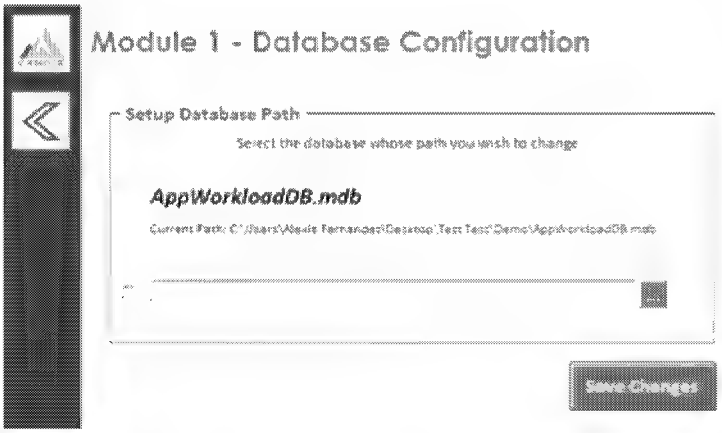
A copy of the version I used during yesterday's demo can be found on the link below, in addition to the SOP. **All** three files (AppWorkloadDB.mdb, Chinook – FMS.xlsm and Schema.ini) must be downloaded onto the same location in order for the tool to work.

Please note that this version, in its current state, will not give you access to the administrator functions of this tool.

Demo Mode
http://gcdocs2.ci.gc.ca/otcs/cs.exe/link/406000741

Installation:

1. Once downloaded, open Chinook – FMS.
2. A pop up window (screenshot below) will appear to prompt you to select the access databases needed for Mod1 to work; tick the check box and click on the blue elipses button, ...



Module 1 - Database Configuration

Setup Database Path

Select the database whose path you wish to change

AppWorkloadDB.mdb

Current Path: C:\Users\Alexis Fernandez\Desktop\Test Test\Demo\AppWorkloadDB.mdb

3. Navigate to your Chinook folder, and select the Access file "AppWorkloadDB.mdb" that you just downloaded.
4. Once selected, click on Save Changes. The small pop-up window will close itself.
5. Close excel.
6. When you next open Chinook – FMS, click on File Management. You should be prompted to enter your GCMS ID.

Please feel free to contact me or the INOM mailbox for further questions.

Regards,

Alexis Fernandez

International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Alexis.Fernandez@cic.gc.ca / Tel: 780-619-8546

Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Alexis.Fernandez@cic.gc.ca / Tél.: 780-619-8546

Arnal.Maria

From:	Karkaria.Zal
Sent:	August 4, 2021 9:50 AM
To:	IN Chinook / Chinook RI (IRCC); JL.Officer / JL.Officier (IRCC)
Subject:	RE: Chinook + user manual

Yes, correct.

Zal Karkaria
Assistant Director | Directeur Adjoint
Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada
Government of Canada | Gouvernement du Canada

From: IN Chinook / Chinook RI (IRCC)
Sent: August 4, 2021 9:41 AM
To: JL.Officer / JL.Officier (IRCC) ; Karkaria.Zal
Cc: IN Chinook / Chinook RI (IRCC)
Subject: Chinook + user manual

Hi Zal,

Following the update release for Chinook+ last week. I have received requests asking for the Chinook+ user manual.

Can you confirm that the below link is the most up-to-date version for me to share.

Chinook Mod+ User manual

Thanks again.

Donna Hickey
IN Chinook

Arnal.Maria

From: Rushton.Robin-Leah
Sent: September 9, 2021 7:05 AM
To: Harrison.Kevin; IN Chinook / Chinook RI (IRCC); JL.Officer / JL.Officier (IRCC)
Cc: Wong.Mark; Clack.Trevor
Subject: RE: Chinook 1.0 Request - Mod 1 -

Hi Kevin,

I think we should try to find some time to discuss it today.

Thanks,

Robin Rushton
(she/her/elle)

Assistant Director – INOM, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Robin-Leah.Rushton@cic.gc.ca
Telework: M-F 7-3pm (EDT)

Directrice adjointe - RIOM, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Robin-Leah.Rushton@cic.gc.ca
Télétravail: L-V 7-15h (HAE)

From: Harrison.Kevin
Sent: Wednesday, September 8, 2021 4:32 PM
To: IN Chinook / Chinook RI (IRCC) ; JL.Officer / JL.Officier (IRCC)
Cc: Rushton.Robin-Leah ; Wong.Mark ; Clack.Trevor
Subject: RE: Chinook 1.0 Request - Mod 1 -

Good afternoon,

Can you please advise on how critical this is for you? I talked with folks on our team and there are concerns about our capacity right now, and that what's being requested might not be quite as simple as it sounds. If it's absolutely critical though please let us know and we can talk it through tomorrow.

Regards,

Kevin Harrison

Scrum Master, Transformation, PSM, PSPO
Immigration, Refugees and Citizenship Canada / Government of Canada
Kevin.Harrison@cic.gc.ca / Tel: 613-720-3781

Chef de mêlée, Transformation, PSM, PSPO
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Kevin.Harrison@cic.gc.ca / Tél.: 613-720-3781

From: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Sent: September 8, 2021 3:41 PM
To: JL.Officer / JL.Officier (IRCC) <IRCC.JL.Officer-JL.Officier.IRCC@cic.gc.ca>
Cc: Karkaria.Zal <Zal.Karkaria@cic.gc.ca>; Harrison.Kevin <Kevin.Harrison@cic.gc.ca>; Rushton.Robin-Leah <Robin-Leah.Rushton@cic.gc.ca>; Wong.Mark <Mark.Wong@cic.gc.ca>
Subject: Chinook 1.0 Request - Mod 1 -
Importance: High

Hi Journey Lab,

IN Chinook received the request to have a new data element in Mod 1 in regards to: When "App Recd Date" > 06/09/2021 [Sept 6, 2021] = "Y" else "N". This Chinook 1.0 change was approved by Robin Rushton (INOM).

EDW was consulted and replied not to change the data extracts/files, but rather have the Chinook "Application" calculate this field/value. The 'App Recd Date' is already included in the Mod 1 data extract so calculating ' When "App Recd Date" > 06/09/2021 [Sept 6, 2021] = "Y" else "N"" is already possible without modifying the data extract.

Please review the effort needed and advise if this can be addressed more urgently.

Thanks again.

Donna Hickey

Program Officer, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Donna.Hickey@cic.gc.ca / Tel: 613-437-7260

, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Donna.Hickey@cic.gc.ca / Tél.: 613-437-7260

s.17

Arnal.Maria

From:	Karkaria.Zal
Sent:	August 9, 2021 10:30 AM
To:	Clarke.Mecha; Davis.Ken; Dawdy.Rebecca; Groenke.Corey; Harrison.Kevin; Kavutse.Jean-Claude; Legault.Philippe; Sherman.Boris; Vanderpost.Sean
Cc:	IN Chinook / Chinook RI (IRCC)
Subject:	FW: Chinook 1.5 - Warsaw Feedback
Attachments:	Chinook Testing 21.08.06.docx; Chinook Test 21.08.09.docx; RE: Chinook 1.5 - Warsaw Feedback

Hi everyone,

Below and attached is some useful feedback from Warsaw. We can go over some of this during our discussion with them Wednesday.

I have already responded with some clarifications and answers to their questions so no need for anyone else to...you can see my response attached.

Zal Karkaria
Assistant Director | Directeur Adjoint
Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada
Government of Canada | Gouvernement du Canada

From: Rappaport.Bryan
Sent: August 9, 2021 9:10 AM
To: JL.Officer / JL.Officier (IRCC)
Cc: Karkaria.Zal
Subject: Chinook 1.5 - Warsaw Feedback

Hello from Warsaw,

Apologies for the delay in feedback. We have been testing out Chinook 1.5 for the last week or so and below and attached is some general and detailed feedback. Happy to discuss further. Some may repeat as below is my feedback (as someone mostly doing finalizations) and attached is feedback from Julia Johnston, who is conducting Eligibility reviews from start to finish. Overall this is a very good product and we are confident that with some modifications through this testing, that it will be an excellent tool for file processing. Thanks for including us in this stage.

- In the "my SP client view" – no need to have the following columns so far to the left
    - Channel, Category, Counterfoil subcategory (these are self evident as we are on the SP page)
    - It would be more helpful to have more of the client info visible on the left, including name
- Could we have a separate view for finalizations only?
    - We often have to approve or refuse many cases that are RFV. It would be helpful to be able to not only approve all from the main page but be able to set validity dates, number of entries etc all on one page without having to drill down into the individual file info.
    - Columns would include: permit validity date, number of entries, travel doc validity date, stay from and to dates, temp notes area so officers can write things down,
- In current view, when approving several at the same time, is there a way to say approve them all but assign different print queues, validity dates etc?

- Validity format of M/D/Y is not great (should be YYYY/MM/DD as with GCMS) – or bring back the calendar format from before; it was great
- Also, when clicking the field for entering a date, most of the time I will write the date, so having the calendar pop up automatically adds a step to close it. Calendar should pop up only if the little icon is clicked (that, or make the calendar more user friendly)
- Counterfoil print queue is not filtering once the office has been selected
- SP Remark options on right column when approving – great addition
- My application summary view – add name of client as a column option.
- SP remark option note. Need to include the following as an option:
    - *" Employment practicum cannot form more than 50% of the total program of study. Authorized to undertake employment which forms integral part of studies as certified by the institution"*
    - "Unless prerequisite course or program has been completed, may not accept off-campus employment."
- Add option to send counterfoil to queue, and change permit to authorized – this is not happening when sending to GCMS

Regards,
Bryan Rappaport
Temporary Resident Unit Manager | Gestionnaire de l'unité des résidents temporaires
First Secretary (Migration) | Premier secrétaire (Migration)
Embassy of Canada / Ambassade du Canada
Warsaw, Poland / Varsovie, Pologne
Telephone | Téléphone: +48 22 584 3145 - MITNET:

Government of Canada Gouvernement du Canada

s.16(2)(c)

s.19(1)

Technical Issues

1.) [redacted] didn't show up in Chinook

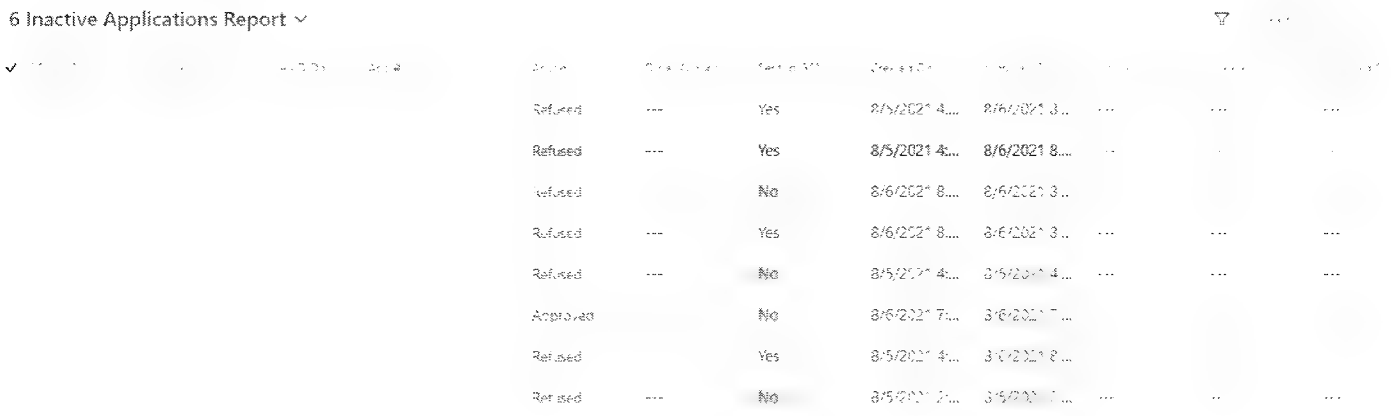
2.) Other action > Eligibility passed

- Eligibility wasn't changed
- Note was not added
- Chinook showed as completed with no error

3.) Chinook Uploading

- Shows as not sent to GCMS, however it was sent to GCMS.
- Successfully changes FINDEC to Refused and added refusal grounds and sent correspondence
- Added the TEMPLATED NOTE, not my customized final one. Note on GCMS is different than the one in Chinook.

- Shows as not sent to GCMS, however it was sent to GCMS.
- No notes generated
- Successfully changes FINDEC to Refused and added refusal grounds and sent correspondence



6 Inactive Applications Report

Refused	---	Yes	8/5/2021 4....	8/6/2021 3...	...	...	...
Refused	---	Yes	8/5/2021 4:...	8/6/2021 8....	...		
Refused		No	8/6/2021 8....	8/6/2021 3...			
Refused	---	Yes	8/6/2021 8....	8/6/2021 3...	...	...	...
Refused	---	No	8/5/2021 4:...	8/5/2021 4...	...	...	...
Approved		No	8/6/2021 7:...	8/6/2021 7...			
Refused		Yes	8/5/2021 4:...	8/6/2021 8...			
Refused	---	No	8/5/2021 2:...	8/5/2021 [illegible]...	...	..	...

s.19(1)

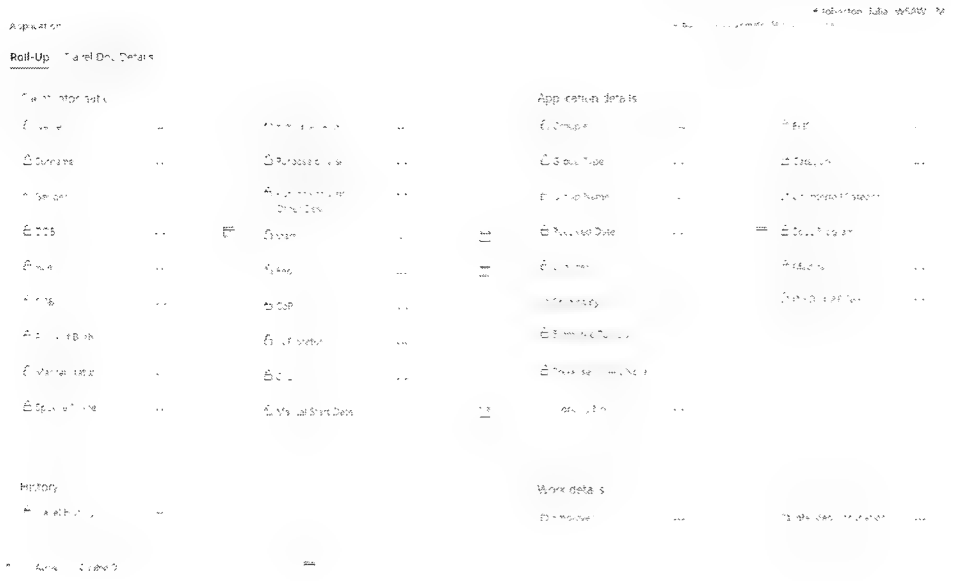
☐ Application
Refusal Notes
Working Notes
***

2021/08/06 08:41:44 AM

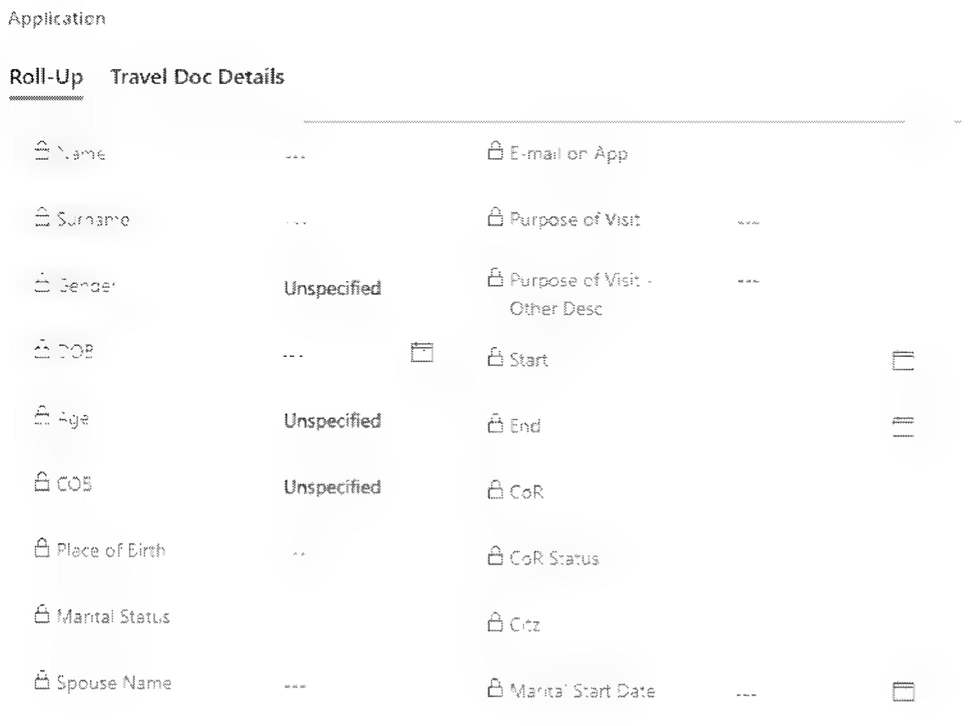
2021/08/06 08:41:44 AM

- Chinook did not have any details for this client, fields were blank, no link to his UCI
- Unable to process application in Chinook

s.19(1)



4.) Chinook is not pulling all biographic details



Application

Roll-Up Travel Doc Details

Name	---	E-mail on App	
Surname	---	Purpose of Visit	---
Gender	Unspecified	Purpose of Visit - Other Desc	---
DOB	---	Start	
Age	Unspecified	End	
COS	Unspecified	CoR	
Place of Birth	---	CoR Status	
Marital Status		Citz	
Spouse Name	---	Marital Start Date	---

Things I love

Built in String Generator

The "Other" action where you can change eligibility, add notes, correspondence, etc

- I haven't got this to actually upload back into GCMS yet. But it would be a great feature if it works.

Email a Link feature

Sort and Filter functions

General Functionality Comments

If possible, have drag and drop columns so that officers can customize their view or consider alternative column placement to reduce scrolling while processing

Date format should be YYYY/MM/DD not DD/MM/YYYY

Need an option to add an "Other" refusal ground where it is possible to enter custom remarks

Cells need to expand when you click on or hover over them like in the excel version of Chinook. For cells with lots of type (ex/ Sat Qs) you have to drag the cell quite wide to be able to read it or copy and paste the text outside of the application.

Can't copy and paste the application number from the view screens. Have to go into each application view to pull the file number to look it up in GCMS

Refusal grounds notes switch between "client" and "applicant"

Approval for SPs is cumbersome. Pick chart for the date is not necessary. It is more efficient to manually enter the date. Counterfoil pre-populates with date from counterfoil = great! Would be easier if there was an option to search print queues by office. Make the type size in the SP condition box a little smaller so the it all fits in one view and you don't have to scroll. As it stands right now it feels like more clicks to approve in Chinook that in GCMS.

It would help to be able to move the approval/ refusal/ other pop up window over so that you can view your client info screen at the same time.

My Application Summary View

What works

Column width is adjustable

Can export to excel

Chart function is interesting. It would be good to see a quick breakdown of approvals, refusals, in progress, and other (even better if Other was split again by the Eligibility decision).

What doesn't work

Column order is not conducive to processing

Cannot enter working notes from this screen, takes you into the individual application screen

s.16(1)(c)

s.16(2)(c)

Example of an alternative column order for processing

MY SP/TRV/WP Application Client Info

Example of an alternative column order for processing

Useful additional fields

- Security
- Other Reqs

Extra columns

Channel	Do we need this?
Group Type	Don't need
Group Name	Don't need
Start	??? What is this for
End	??? What is this for
Category	Is this necessary given the views are already separated into SP, TRV, and WP (My SP Applications Client Info, My WP Applications Client Info, My TRV Applications Client Info)?
Marital Status	Listed twice
TD Issuing Country	Do we need this?

Individual Application View

What works

Prev GCMS History - Clear, large enough cell, very readable

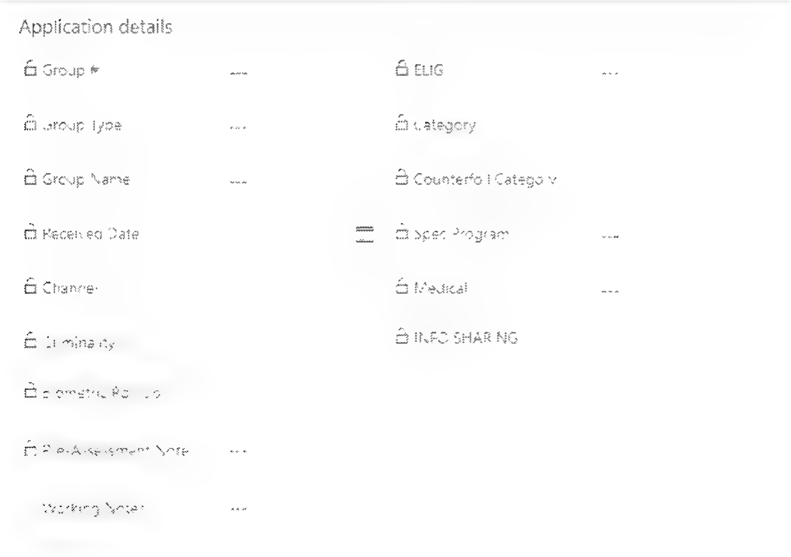
What doesn't work

Info Sharing - Cell is too small and does not expand, even with scrolling it is difficult to read the information
Education Details DLI, Field of Study, Level of Study - too small to be readable and you can't scroll

Application details fields I would remove:
Group Type
Group Name
Channel

Application details fields I would I would add:

Security
HIRV
Org Crime
Misrep
Other Req



Application details

Group #	---	ELIG	---
Group Type	---	Category	
Group Name	---	Counterfoil Category	
Received Date		Spec Program	---
Channel		Medical	---
Criminality		INFO SHARING	
Biometric Results			
Pre-Assessment Note	---		
Working Notes	---		

Stat Qs should be included in the Individual Application View (even if its just an indicator when there is a positive answer) that would let me know to go check the IMM

Questions

How do you add a secondary office?
Is there an optimal internet browser that should be used?
How do you use Create View?
What does the BioAction Button do?
If an application doesn't upload due to an error what is the best way to fix it? Do you need to go into GCMS and process it manually or is there a way to reactivate the field, make changes, and re-upload to GCMS?

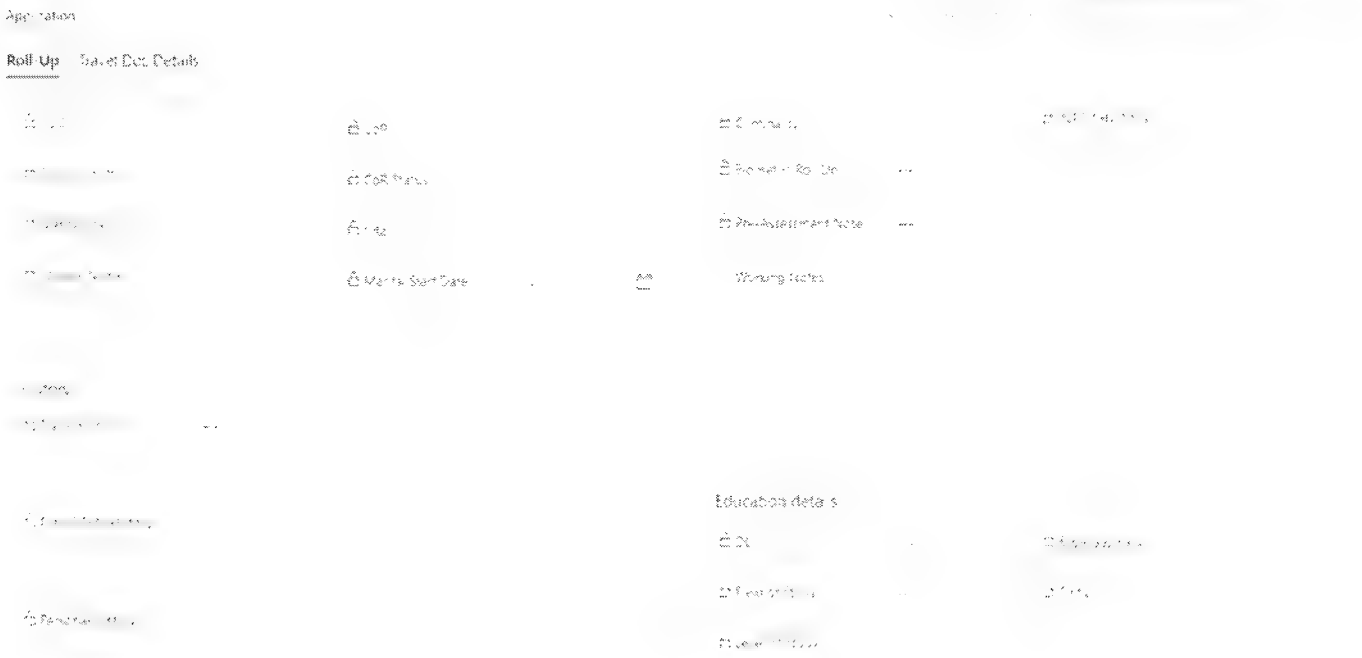
s.19(1)

Technical Issues

Missing DLI Information

Education details
DLI
Expenses Paid
Other
Field of Study
Tuition
Level of Study

Working notes from Client information screen do not appear in the approval/refusal screen.


Application
Roll-Up
Saved Doc Details
Marital Start Date
Pre-Assessment Note
Working Notes
Education details
DLI

Refused
Refused
Action
General
Related
SP Intro
Action Factors (Action)
Group By

Groups numbers not showing up for all applications in Chinook. The group number only appears to be attached to the HOF and not the additional family members.

Chinook Upload Session

Refused
-Eligibility decision and FINDEC successfully entered
-no note
-

Other > Eligibility = Passed + Meds
-no note upload to GCMS
-eligibility decision unchanged

Other > Eligibility = Passed + Meds
-no note uploaded to GCMS

s.19(1)

s.16(1)(c)

-no Meds requested
-**FINDEC changed to Approved** - I didn't key this on Chinook, I only selected Eligibility = Passed

Other > Eligibility = Passed + Meds --> Success
-successfully uploaded from chinook - note added, eligibility decision changed
-in Chinook, App does not show as inactive but does show as sent to GCMS - assuming this is because no FINDEC has been made on the file

---

Refused - no issue
80%
Refused - correct FinDec - NO NOTE
20%

Other > Eligibility Passed + Meds - no issue
60%
Other > Eligibility Passed + Meds - NO NOTE, NO Eligibility Decision
20%
Other > Eligibility Passed + Meds - NO NOTE, NO MEDS, FINDEC = Approved (there should NOT be a FINDEC entered)
20%

Additional Suggestions

Useful additions
To OTHER decision screen

For Improvement
Refusal notes reset every time you add or remove a ground. It would be more efficient if your changes stayed and only the selected grounds were removed or added.

Arnal.Maria

From: Karkaria.Zal
Sent: August 9, 2021 10:00 AM
To: Rappaport.Bryan; 'julia.johnston@international.gc.ca'
Cc: JL.Officer / JL.Officier (IRCC)
Subject: RE: Chinook 1.5 - Warsaw Feedback

Bryan/Julia,

Thanks for this feedback – we'll go over this as a team, see what we can do. Look forward to discussing in more detail Wednesday.

A couple of quick answers to your questions before that:

- Always use Chrome

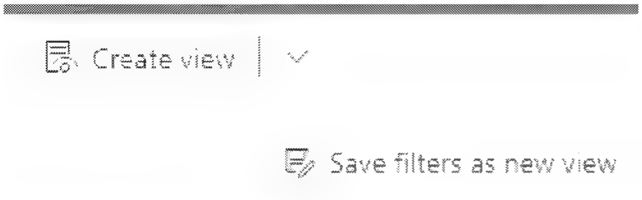
- BioAction button allows you to make your info-sharing decision: Reviewed or Additional Review Required.

- To create a View:

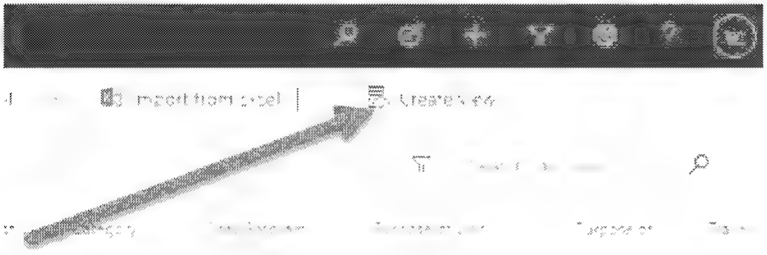
  1. Create a View by filtering columns by the criteria of your choice.

  2. Click the small arrow beside the **Create view** button on the top of the screen. Click on **Save filters as new view.**

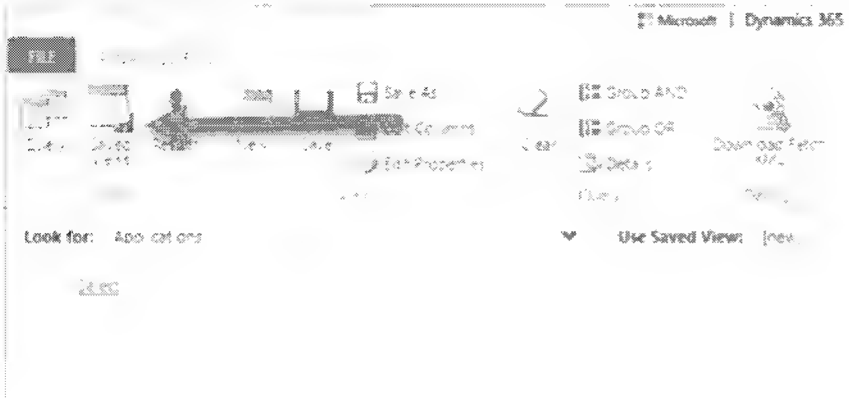
  3. The new View will appear in the View dropdown menu under My Views



  4. To **delete** a view, click the **Create view** button. A new window will open.

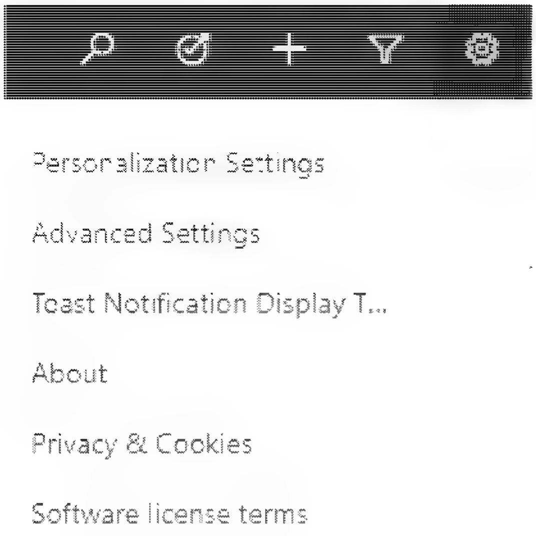


5. Select **Saved Views.**


Microsoft | Dynamics 365
FILE
Save As
Group AND
Group OR
Look for: Applications
Use Saved View: [new

6. Select the View(s) to be deleted by using the check boxes.
7. Click the Trash icon to delete.

- Personalization Settings can be accessed via the Settings icon at the top right of the screen. These include **language settings** and **date format**. (In order to match the yyyy/mm/dd date format of GCMS, select English (Canada) under Formats).


Personalization Settings
Advanced Settings
Toast Notification Display T...
About
Privacy & Cookies
Software license terms

- For the Permit or Counterfoil Expiry Date fields **double-click in the field** in order to type in the date. Separate the year month and date by a dash or backslash.

Zal Karkaria
Assistant Director | Directeur Adjoint
Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada
Government of Canada | Gouvernement du Canada

Page 41

is a duplicate

est un duplicata

s.16(2)

Arnal.Maria

From: Kone.Namory
Sent: September 29, 2021 2:53 PM
To: Rushton.Robin-Leah; Harrison.Kevin
Cc: Kavutse.Jean-Claude; Iatauro.Connie; Karkaria.Zal; Hickey.Donna; Daponte.Andie; IN INOM / OMRI RI (IRCC); Ho.Elisa; IN Chinook / Chinook RI (IRCC)
Subject: RE: Chinook 1.5 (Officer Tool and AAM) Short-term roadmap

Thanks Kevin,

October 8 still works on a CM perspective.

Bests,
Namory Kone (he/il)

Change Management Advisor, International Network, Wellness and Culture
Immigration, Refugees and Citizenship Canada / Government of Canada
Namory. Kone@cic.gc.ca / Cel : Teleworking from 8 a.m - 4 p.m
Your Mental Health and Well-Being are important – Take care of yourself

Conseiller en gestion du changement, Réseau international, Mieux etre et culture
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Namory. Kone@cic.gc.ca / Cel : En teletravail de 8:00 – 16:00
Votre santé mentale et votre bien-être sont importants - Prenez soin de vous

From: Rushton.Robin-Leah
Sent: Wednesday, September 29, 2021 2:05 PM
To: Harrison.Kevin
Cc: Kavutse.Jean-Claude ; Iatauro.Connie ; Karkaria.Zal ; Hickey.Donna ; Daponte.Andie ; IN INOM / OMRI RI (IRCC) ; Kone.Namory ; Ho.Elisa ; IN Chinook / Chinook RI (IRCC)
Subject: RE: Chinook 1.5 (Officer Tool and AAM) Short-term roadmap

Great, thanks Kevin. You answered my question and Oct. 8th works.

Robin Rushton
(she/her/elle)

Assistant Director – INOM, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Robin-Leah.Rushton@cic.gc.ca
Telework: M-F 7-3pm (EDT)

Directrice adjointe - RIOM, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Robin-Leah.Rushton@cic.gc.ca
Télétravail: L-V 7-15h (HAE)

From: Harrison.Kevin <Kevin.Harrison@cic.gc.ca>
Sent: Wednesday, September 29, 2021 1:36 PM
To: Rushton.Robin-Leah <Robin-Leah.Rushton@cic.gc.ca>
Cc: Kavutse.Jean-Claude <Jean-Claude.Kavutse@cic.gc.ca>; Iatauro.Connie <Connie.Iatauro@cic.gc.ca>; Karkaria.Zal

<Zal.Karkaria@cic.gc.ca>; Hickey.Donna <Donna.Hickey@cic.gc.ca>; Daponte.Andie <Andie.Daponte@cic.gc.ca>; IN INOM / OMRI RI (IRCC) <IRCC.ININOM-OMRIRI.IRCC@cic.gc.ca>; Kone.Namory <Namory.Kone@cic.gc.ca>; Ho.Elisa <Elisa.Ho@cic.gc.ca>; IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Subject: RE: Chinook 1.5 (Officer Tool and AAM) Short-term roadmap

Good afternoon,

For timelines, does end of next week (Oct 8) work? That should be okay for us. The only real dependency is the Change Management and messaging. However you choose to provide the feedback works as well. Whether it's a document or just an e-mail, that works.

As for AAM and Officer tool, they will be integrated; if not for MVP (our goal), by end of October for sure! While Cumulus users will need to export lists to action items, users of Chinook 1.5 Officer Tool won't. For Chinook 1.5 users, actions taken in AAM will reflect in the Officer Tool side.

Hope this answers your questions!

Kevin Harrison

Scrum Master, Transformation, PSM, PSPO
Immigration, Refugees and Citizenship Canada / Government of Canada
Kevin.Harrison@cic.gc.ca / Tel:

Chef de mêlée, Transformation, PSM, PSPO
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Kevin.Harrison@cic.gc.ca / Tél.:

From: Rushton.Robin-Leah <Robin-Leah.Rushton@cic.gc.ca>
Sent: September 29, 2021 9:55 AM
To: Harrison.Kevin <Kevin.Harrison@cic.gc.ca>
Cc: Kavutse.Jean-Claude <Jean-Claude.Kavutse@cic.gc.ca>; Iatauro.Connie <Connie.Iatauro@cic.gc.ca>; Karkaria.Zal <Zal.Karkaria@cic.gc.ca>; Hickey.Donna <Donna.Hickey@cic.gc.ca>; Daponte.Andie <Andie.Daponte@cic.gc.ca>; IN INOM / OMRI RI (IRCC) <IRCC.ININOM-OMRIRI.IRCC@cic.gc.ca>; Kone.Namory <Namory.Kone@cic.gc.ca>; Ho.Elisa <Elisa.Ho@cic.gc.ca>; IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Subject: RE: Chinook 1.5 (Officer Tool and AAM) Short-term roadmap

Hi Kevin,

We're going to discuss internally within IN and get back to you. When do you need a response by?

It could be in the document, but please remind me: Does AAM communicate with the Officer Tool (in Chinook) yet? Will it when we roll this out or is that part of a future iteration?

Thanks,

Robin Rushton
(she/her/elle)

Assistant Director – INOM, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Robin-Leah.Rushton@cic.gc.ca
Telework: M-F 7-3pm (EDT)

Directrice adjointe - RIOM, Réseau international

Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Robin-Leah.Rushton@cic.gc.ca
Télétravail: L-V 7-15h (HAE)

From: Harrison.Kevin <Kevin.Harrison@cic.gc.ca>
Sent: Wednesday, September 29, 2021 9:35 AM
To: IN INOM / OMRI RI (IRCC) <IRCC.ININOM-OMRIRI.IRCC@cic.gc.ca>; Kone.Namory <Namory.Kone@cic.gc.ca>
Cc: Kavutse.Jean-Claude <Jean-Claude.Kavutse@cic.gc.ca>; Iatauro.Connie <Connie.Iatauro@cic.gc.ca>; Karkaria.Zal <Zal.Karkaria@cic.gc.ca>; Hickey.Donna <Donna.Hickey@cic.gc.ca>; Rushton.Robin-Leah <Robin-Leah.Rushton@cic.gc.ca>; Daponte.Andie <Andie.Daponte@cic.gc.ca>
Subject: Chinook 1.5 (Officer Tool and AAM) Short-term roadmap

Good morning,

A few days ago Robin asked that I send you over a draft of what we're thinking for a roll-out plan. This is presented in the document at the following link. Of note, it also includes what we're generally thinking in terms of Development to end of fiscal year as an FYI (completely evergreen though): https://gcdocs2.ci.gc.ca/otcs/cs.exe/link/422007905

For the roll-out plan I see basically two options, with both of these having AAM and Officer Tool being rolled out simultaneously to offices. If we need to have a staggered approach for AAM, I'd suggest we only push AAM back by a few weeks at most, as folks from our Lab 3 would also be doing roll-out of AAM for Family Class separately since AAM is a dependency for Cumulus. Below is a high level of how I'd see Option 1 and Option 2 working. The only difference is that with Option 2 (slide 2 of deck), champions from more offices would be onboarded simultaneously; Option 1 would be more staggered. Which way we go with is really up to you. Apart from the timing, here's how I see the process more or less transpiring. Does this make sense to you?

- Change Management (Namory and his team) send a message to missions/offices two weeks before training in that mission/office will occur. This needs to not only give a general heads up but also needs to confirm the people who will be champions and need to be onboarded. As an FYI, CN only gave their general inboxes as contacts.
- Roll-out of training will be given by Scrum Team to small number of Champions. Training on AAM and Officer tool will be done through separate sessions to support focus.
- Once training to Champions is complete, the Champions within those offices will co-ordinate requesting of licenses for users with those licenses and ongoing training.
    - Champions will contact the IRCC.JL.Officer-JL.Officier.IRCC@cic.gc.ca inbox with names and details for people who need licenses.
    - Someone on the Officer Team will send a list to IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca to coordinate issuance of licenses with ITOps.
    - Once response from ITOps is received IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca (Donna) will activate the licenses by assigning roles.

Some questions for you.

1. Are you good with the plan, and which route would you like to go, the more staggered or the faster route?
2. As mentioned, CN only gave their generic inboxes as contacts. Do you need us to reach out to find out who their "Champions" are, or will IN do that?
3. I haven't shared this plan with CN, DN or IPG. How do you want that to be coordinated? I would recommend this be the CM folks in IN, but if that's not the case, I can do it, I just need to know how IN wants to proceed with it.

Please let me know if you have any questions or concerns!

Kevin Harrison

Scrum Master, Transformation, PSM, PSPO
Immigration, Refugees and Citizenship Canada / Government of Canada
Kevin.Harrison@cic.gc.ca / Tel:

Chef de mêlée, Transformation, PSM, PSPO
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Kevin.Harrison@cic.gc.ca / Tél.:

Arnal.Maria

From:	Harrison.Kevin
Sent:	September 24, 2021 3:12 PM
To:	Hickey.Donna
Subject:	RE: Chinook 1.5 Various
Attachments:	Short Term Chinook Roadmap.pptx

For review

Kevin Harrison

Scrum Master, Transformation, PSM, PSPO
Immigration, Refugees and Citizenship Canada / Government of Canada
Kevin.Harrison@cic.gc.ca / Tel:

Chef de mêlée, Transformation, PSM, PSPO
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Kevin.Harrison@cic.gc.ca / Tél.:

-----Original Appointment-----
From: Hickey.Donna
Sent: September 24, 2021 9:05 AM
To: Hickey.Donna; Harrison.Kevin
Subject: Chinook 1.5 Various
When: September 24, 2021 3:00 PM-3:30 PM (UTC-05:00) Eastern Time (US & Canada).
Where: Microsoft Teams Meeting

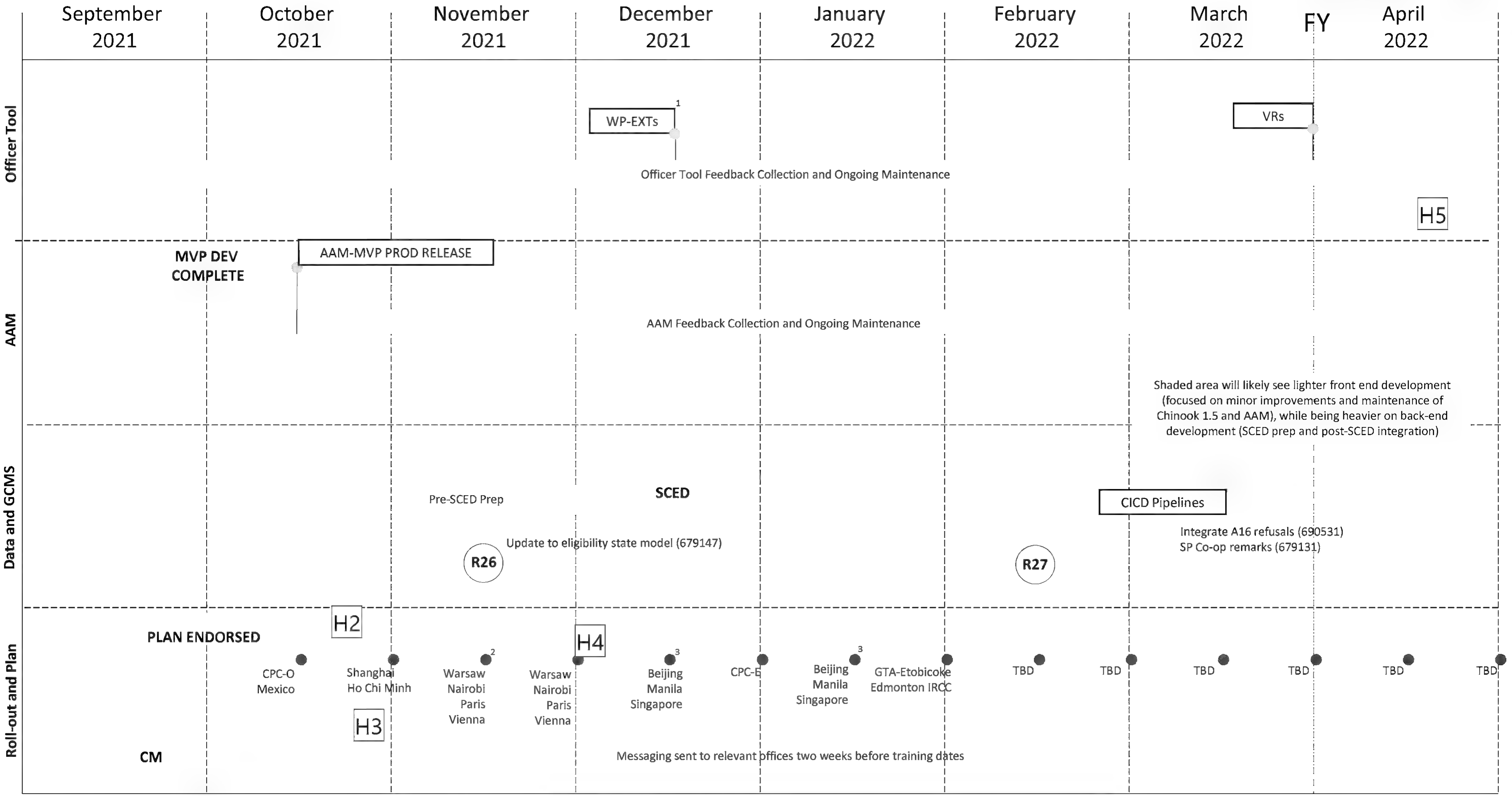
AAM testing -Mission names
Mod 1 Columns SAWP/Not SAWP
1.5 user manual
New Accounts

Microsoft Teams meeting

Join on your computer or mobile app
Click here to join the meeting

Or call in (audio only)
+1 343-804-0207,, Canada, Ottawa-Hull
Phone Conference ID:
Find a local number | Reset PIN

Learn More | Help | Meeting options | Legal



September 2021

October 2021

November 2021

December 2021

January 2022

February 2022

March 2022

FY

April 2022

Officer Tool

WP-EXTs[1]

VRs

Officer Tool Feedback Collection and Ongoing Maintenance

H5

AAM

MVP DEV COMPLETE

AAM-MVP PROD RELEASE

AAM Feedback Collection and Ongoing Maintenance

Shaded area will likely see lighter front end development (focused on minor improvements and maintenance of Chinook 1.5 and AAM), while being heavier on back-end development (SCED prep and post-SCED integration)

Data and GCMS

Pre-SCED Prep

SCED

CICD Pipelines

Update to eligibility state model (679147)

Integrate A16 refusals (690531)
SP Co-op remarks (679131)

R26

R27

Roll-out and Plan

PLAN ENDORSED

H2

H3

H4

CPC-O
Mexico

Shanghai
Ho Chi Minh

Warsaw
Nairobi
Paris
Vienna[2]

Warsaw
Nairobi
Paris
Vienna

Beijing
Manila
Singapore[3]

CPC-E

Beijing
Manila
Singapore[3]

GTA-Etobicoke
Edmonton IRCC

TBD

TBD

TBD

TBD

TBD

TBD

CM

Messaging sent to relevant offices two weeks before training dates

1.Recommend focusing on WP-EXTs first so we can ensure these are fully supported by WP busy season at beginning of new year, then integrating support for SP-EXTs to ensure these are fully supported by early spring when students begin applying to SP-EXTs.
2. Four offices share a similar timezone (GMT+2 to GMT+3). Recommend rolling out to these offices in stages.
3. Two of three are very high volume offices, but also share a timezone (GMT+8). Recommend rolling out to these offices in stages.

Slide 1

H2	Chinook champions - Focus is to train champions. Harrison.Kevin, 2021-09-22
H3	Decommission plan as well Harrison.Kevin, 2021-09-22
H4	In sub-slide include details about what needs to happen in order to meet these dates. Harrison.Kevin, 2021-09-22
H5	Harrison.Kevin, 2021-09-23

s.17

s.16(2)

Arnal.Maria

From: Daponte.Andie
Sent: August 4, 2021 9:02 AM
To: @international.gc.ca'
Cc: IN Chinook / Chinook RI (IRCC); IN INOM / OMRI RI (IRCC)
Subject: RE: Chinook 3+ user guide?!

Hey

You can always reach out to the IN Chinook mailbox for Chinook specific questions. There is an expanded user guide which they can share. For anything INOM related there is also an INOM mailbox you can reach out to.

Donna – can you please share out any Chinook+ user guides with the missions? May be best to just blanket share out with everyone as Rome may not be the only ones with this issue.

Thanks

Andie Daponte

Director, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Andie.Daponte@cic.gc.ca / Tel: Teleworking
Telework hours: Monday to Friday 7:30 – 3:30 EST
Your Mental Health and Well-Being are important – Take care of yourself

Directeur, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Andie.Daponte@cic.gc.ca / Tél.: Teletravail
heures: lundi – vendredi 07h30 – 15h30 EST
Votre santé mentale et votre bien-être sont importants - Prenez soin de vous

From @international.gc.ca [mailto @international.gc.ca]
Sent: Wednesday, August 4, 2021 3:44 AM
To: Daponte.Andie
Subject: Chinook 3+ user guide?!

Tall Andie,

Sorry to gum up your inbox and maybe you could kindly share a better contact address for your team but we just updated our chinook and this version looks a lot more fun with all the export buttons but we can't seem to find a guide for how to drive this corvette. Any chance you could share something?

Otherwise, hope you're well and breathing in that fabulous Ottawa summer air ☺

Second Secretary, Migration | Deuxième secrétaire, migration
Embassy of Canada (Rome) | Ambassade du Canada (Rome)
@international.gc.ca
Telephone | Téléphone
Government of Canada | Gouvernement du Canada

s.16(2)

Arnal.Maria

From: Harrison.Kevin
Sent: September 29, 2021 8:16 AM
To: IN Chinook / Chinook RI (IRCC)
Subject: RE: Chinook Applications and Activities Management (AAM). Seeking support for testing.

Excellent thanks

Kevin Harrison

Scrum Master, Transformation, PSM, PSPO
Immigration, Refugees and Citizenship Canada / Government of Canada
Kevin.Harrison@cic.gc.ca / Tel:

Chef de mêlée, Transformation, PSM, PSPO
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Kevin.Harrison@cic.gc.ca / Tél.:

From: IN Chinook / Chinook RI (IRCC)
Sent: September 29, 2021 8:15 AM
To: Harrison.Kevin
Cc: IN Chinook / Chinook RI (IRCC)
Subject: RE: Chinook Applications and Activities Management (AAM). Seeking support for testing.

Kevin,

International Network would like to add a 3rd name to the AAM testing.

Joseph Law – Paris (Mission Area Expert)

Thank you.

Donna Hickey

Program Officer, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Donna.Hickey@cic.gc.ca / Tel: 613-437-7260

, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Donna.Hickey@cic.gc.ca / Tél.: 613-437-7260

From: IN INOM / OMRI RI (IRCC) <IRCC.ININOM-OMRIRI.IRCC@cic.gc.ca>
Sent: September 28, 2021 9:17 AM
To: Harrison.Kevin <Kevin.Harrison@cic.gc.ca>
Cc: IN INOM / OMRI RI (IRCC) <IRCC.ININOM-OMRIRI.IRCC@cic.gc.ca>; IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Subject: FW: Chinook Applications and Activities Management (AAM). Seeking support for testing.

Hi Kevin,

International Network - two names for AAM testing (Sept 29 – Oct. 12).

- Alexis Fernandez – NHQ INOM
- [redacted] – Nairobi (Chinook 1.0 Mod 1 Lead)

If you require anything additional please let me know.

Donna Hickey

From: Harrison.Kevin <Kevin.Harrison@cic.gc.ca>
Sent: Tuesday, September 21, 2021 5:50 PM
To: IN INOM / OMRI RI (IRCC) <IRCC.ININOM-OMRIRI.IRCC@cic.gc.ca>; CN HQ TR / RT AC RC (IRCC) <IRCC.CNHQTR-RTACRC.IRCC@cic.gc.ca>; CN HQ PR / RP AC RC (IRCC) <IRCC.CNHQPR-RPACRC.IRCC@cic.gc.ca>
Cc: Sehgal.Tarandeep <Tarandeep.Sehgal@cic.gc.ca>; Fernandez.Alexis <Alexis.Fernandez@cic.gc.ca>; Karkaria.Zal <Zal.Karkaria@cic.gc.ca>
Subject: Chinook Applications and Activities Management (AAM). Seeking support for testing.

Good afternoon CN, IN and IPG,

As I believe you're all aware, we've been working towards release of an Applications and Activity Management (AAM) module of Chinook 1.5 over the past few weeks, with an expected release date of September 29th. This message is really for two purposes related to this.

First: We learned this morning EDW will not be able to provide us with data for AAM until early next week. This means that although we will have development of AAM-MVP completed on time, we won't have sufficient time to complete QA and User Acceptance Testing by the 29th. Instead, we're planning on using the following sprint (ending Oct 12) to complete testing and do some tweaking of functionality before releasing to production.

Second: As our next sprint will be focused on testing and validating our AAM build, are you able to provide a list of 1 or 2 users from each of your networks/offices to support for some testing during that week? We'd probably need to leverage these individuals for a dozen hours or so hours over the two weeks period from September 29-October 12. Unlike the Chinook 1.5 officer tool, we're specifically looking for familiar with Chinook Mod 1 and who are responsible for using Mod 1 to generate activity based lists to complete tasks. Of note, AAM will be used for processing of FC1, FCC, FCE, TRV, SP and WP applications, so having users familiar with these lines of businesses would be helpful.

Regards,

Kevin Harrison

Scrum Master, Transformation, PSM, PSPO
Immigration, Refugees and Citizenship Canada / Government of Canada
Kevin.Harrison@cic.gc.ca / Tel: ([redacted]

Chef de mêlée, Transformation, PSM, PSPO
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Kevin.Harrison@cic.gc.ca / Tél.: [redacted]

s.15(1)(i)i)

s.17

Arnal.Maria

From:
Sent: September 28, 2021 8:58 PM
To: Cantin.Marco
Cc: IN RAO / AOR RI (IRCC); IN Chinook / Chinook RI (IRCC)
Subject: RE: Chinook Error - (

Hello Marco,

Just wanted to report that the steps below resolved the issue.

Thank you for your help!

Cheers,

From: -MANIL -IM
Sent: September 28, 2021 8:02 AM
To: 'Cantin.Marco'
Cc: IN RAO / AOR RI (IRCC) ; IN Chinook / Chinook RI (IRCC)
Subject: RE: Chinook Error -

Thank you Marco, will pass the message along.

Cheers,

Senior Advisor / Conseiller principal
✉ @international.gc.ca | ☎
Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada
Embassy of Canada in the Philippines | Ambassade du Canada aux Philippines

From: Cantin.Marco <Marco.Cantin@cic.gc.ca>
Sent: September 28, 2021 6:12 AM
To -MANIL -IM < @international.gc.ca>
Cc: IN RAO / AOR RI (IRCC) <IRCC.INRAO-AORRI.IRCC@cic.gc.ca>; IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Subject: RE: Chinook Error -

Hello/Bonjour

Please make sure that the MOD5 is update following these steps.
Normally, the problem of has been solve and update last week. So you are not suppose to see this indicator in the MOD5 column.
If you see this flag again, please contact me directly and C.c. IN Chinook / Chinook RI (IRCC) IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca

1. Go to : [redacted]
2. Select the MOD 3 zip file of your region
3. You select and copy ALL the 4 files
4. Then you paste it into your Data folder
5. Finally, when they ask you to replace you click yes.
6. Don't forget to close and reopen Mod 3 as well (the Mod 5 data is cached on startup).

Merci / Thank you

Marco

From: IN Chinook / Chinook RI (IRCC)
Sent: Monday, September 27, 2021 4:18 PM
To: Cantin.Marco <Marco.Cantin@cic.gc.ca>
Cc: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Subject: FW: Chinook Error - [redacted]

Hi Marco,

Please assist below with Mod 5 .

Thanks again as always. Please c.c. IN Chinook

Donna Hickey

Program Officer, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Donna.Hickey@cic.gc.ca / Tel: 613-437-7260

[redacted], Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Donna.Hickey@cic.gc.ca / Tél.: 613-437-7260
From: [redacted]@international.gc.ca>
Sent: September 27, 2021 4:17 AM
To: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Subject: Chinook Error - [redacted]

Hello IN Chinook,

I'm writing to report an issue with Chinook. It appears that many [redacted]

This may be affecting other missions as well. Apologies if you have already received reports about this issue.

Are you aware of a workaround until the issue is resolved? My understanding is that simply hiding the Mod 5 column does not resolve it as the application notes are still affected.

Chinook Error Reporting

s.16(1)(c)

s.16(2)(c)

s.17

User Name	
IRCC Office Location	
Which Chinook module?	Mod 3 / Mod 5
Which version of the Chinook module?	Version 4.7.19
Which Chinook modules were running at the same time?	None
Brief description of event. (what user was doing when issue occurred)	
Screenshots (if possible)	Please see below.
Which version of Windows?	Windows 10
Which version of Office?	Not known / relevant
Other details?	

Best regards,

(he / il)
Senior Advisor / Conseiller principal
✉: @international.gc.ca | ☎ -

Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada
Embassy of Canada in the Philippines | Ambassade du Canada aux Philippines

Arnal.Maria

From: Cantin.Marco
Sent: September 22, 2021 9:16 AM
To: IN Chinook / Chinook RI (IRCC)
Cc: Rushton.Robin-Leah; Wong.Mark
Subject: RE: Chinook Mod #5 - Error

Categories: Error Report to Mod Lead

I have received the information and am currently working on this issue.

Merci / Thank you

Marco

From: IN Chinook / Chinook RI (IRCC)
Sent: Wednesday, September 22, 2021 9:13 AM
To: Cantin.Marco
Cc: Rushton.Robin-Leah ; Wong.Mark ; IN Chinook / Chinook RI (IRCC)
Subject: FW: Chinook Mod #5 - Error

Marco,

Can you please look into the error issue with Mod 5 report below. With you contact with Kingston, please c.c. IN Chinook mailbox.

Thank you.

Donna Hickey

Program Officer, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Donna.Hickey@cic.gc.ca / Tel: 613-437-7260

, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Donna.Hickey@cic.gc.ca / Tél.: 613-437-7260

From: @international.gc.ca @international.gc.ca>
Sent: September 21, 2021 5:15 PM
To: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Cc: @international.gc.ca
Subject: Chinook Mod #5 - Error

Good day Chinook Team,

We have noticed in our Kingston case load that each file in Chinook Mod #3 is flagging a profile of concern, however the concern indicated is not Jamaica clientele related.

Could it be possible that the wrong data was uploaded to Mod #5?

s.16(1)(c)
s.17
s.19(1)

Thank you

High Commission of Canada | Haut-commissariat du Canada
3 West Kings House Road, Kingston 10, Jamaica/Jamaïque
@international.gc.ca
Telephone | Téléphone

From: e -KNGTN -IM < @international.gc.ca>
Sent: September 21, 2021 4:06 PM
To: -KNGTN -IM < @international.gc.ca>
Subject: Chinook screen shot

Second Secretary | Deuxième secrétaire (Migration)
High Commission of Canada | Haut-commissariat du Canada
3 West Kings House Road, Kingston 10, Jamaica/Jamaïque
Phone 876-733-3420
@international.gc.ca

s.17

s.21(1)(b)

s.21(1)(d)

Arnal.Maria

From: Rushton.Robin-Leah
Sent: August 31, 2021 1:34 PM
To: Fernandez.Alexis
Cc: IN Chinook / Chinook RI (IRCC); Wong.Mark; Sehgal.Tarandeep
Subject: FW: Chinook Mod 1 for Refugees

Alexis, could you reach out to and/or his people in SSA from the IN We just need confirmation that it's a thing right now – no need to give them any other details re: the Digital Journey Lab.

Thanks,

Robin Rushton
(she/her/elle)

Assistant Director – INOM, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Robin-Leah.Rushton@cic.gc.ca
Telework: M-F 7-3pm (EDT)

Directrice adjointe - RIOM, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Robin-Leah.Rushton@cic.gc.ca
Télétravail: L-V 7-15h (HAE)

From: Rushton.Robin-Leah
Sent: Tuesday, August 31, 2021 1:33 PM
To: ; Bishop.Keri ; Sehgal.Tarandeep ; Fernandez.Alexis
Subject: RE: Chinook Mod 1 for Refugees

Ok, thanks ladies

Robin Rushton
(she/her/elle)

Assistant Director – INOM, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Robin-Leah.Rushton@cic.gc.ca
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Robin-Leah.Rushton@cic.gc.ca
Télétravail: L-V 7-15h (HAE)

From: .
Sent: Tuesday, August 31, 2021 1:32 PM
To: Rushton.Robin-Leah ; Bishop.Keri ; Sehgal.Tarandeep ; Fernandez.Alexis
Subject: RE: Chinook Mod 1 for Refugees

Its new information to me!

From: Rushton.Robin-Leah
Sent: Tuesday, August 31, 2021 1:29 PM
To: Bishop.Keri <Keri.Bishop@cic.gc.ca>; Sehgal.Tarandeep <Tarandeep.Sehgal@cic.gc.ca>; Fernandez.Alexis <Alexis.Fernandez@cic.gc.ca>; [redacted]@cic.gc.ca>
Subject: RE: Chinook Mod 1 for Refugees

Thanks Jon Snow.
CJ?

Robin Rushton
(she/her/elle)

Assistant Director – INOM, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Robin-Leah.Rushton@cic.gc.ca
Telework: M-F 7-3pm (EDT)

Directrice adjointe - RIOM, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Robin-Leah.Rushton@cic.gc.ca
Télétravail: L-V 7-15h (HAE)

From: Bishop.Keri <Keri.Bishop@cic.gc.ca>
Sent: Tuesday, August 31, 2021 1:27 PM
To: Rushton.Robin-Leah <Robin-Leah.Rushton@cic.gc.ca>; Sehgal.Tarandeep <Tarandeep.Sehgal@cic.gc.ca>; Fernandez.Alexis <Alexis.Fernandez@cic.gc.ca>; [redacted]@cic.gc.ca>
Subject: RE: Chinook Mod 1 for Refugees

I know nothing.

From: Rushton.Robin-Leah
Sent: Tuesday, August 31, 2021 1:26 PM
To: Sehgal.Tarandeep <Tarandeep.Sehgal@cic.gc.ca>; Fernandez.Alexis <Alexis.Fernandez@cic.gc.ca>; Bishop.Keri <Keri.Bishop@cic.gc.ca>; [redacted]@cic.gc.ca>
Subject: RE: Chinook Mod 1 for Refugees

Sorry – should have asked my own peeps first.
Zal just wants confirmation that it's a thing, because if it is, he is willing to give a resource from the Lab to assist as Chinook 1.5 ground to cloud connection won't be implemented until December. We need to be realistic and while we don't want to keep building/modifying Chinook Mod 1 in Excel, we'll have to in the interim.

Keri, [redacted] – I reached out to both of you as I know you were or are involved in some of the AEGIS discussions. If you don't know anything, just let me know and we can reach out on our end.

Thanks,

Robin Rushton
(she/her/elle)

Assistant Director – INOM, International Network

Immigration, Refugees and Citizenship Canada / Government of Canada
Robin-Leah.Rushton@cic.gc.ca
Telework: M-F 7-3pm (EDT)

Directrice adjointe - RIOM, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Robin-Leah.Rushton@cic.gc.ca
Télétravail: L-V 7-15h (HAE)

From: Sehgal.Tarandeep <Tarandeep.Sehgal@cic.gc.ca>
Sent: Tuesday, August 31, 2021 1:24 PM
To: Fernandez.Alexis <Alexis.Fernandez@cic.gc.ca>; Rushton.Robin-Leah <Robin-Leah.Rushton@cic.gc.ca>; Bishop.Keri <Keri.Bishop@cic.gc.ca>; [redacted]@cic.gc.ca>
Subject: RE: Chinook Mod 1 for Refugees

I know [redacted] was looking at Mod 1 for Refugees but it was still in early planning. Not sure if he reached out to [redacted] or if he is engaged.

Tarandeep Sehgal
(she/her/elle)

Acting Director, International Network - INOM
Immigration, Refugees and Citizenship Canada / Government of Canada
Tarandeep.Sehgal@cic.gc.ca / 📱 613-462-5081
Telework: Monday to Friday 7:30 – 3:30 pm EST

Directrice par interim, Réseau international - RIOM
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Tarandeep.Sehgal@cic.gc.ca / 📱 613-462-5081
Télétravail: lundi – vendredi 7h30 – 15h30 EST

From: Fernandez.Alexis
Sent: August 31, 2021 1:21 PM
To: Rushton.Robin-Leah <Robin-Leah.Rushton@cic.gc.ca>; Bishop.Keri <Keri.Bishop@cic.gc.ca>; [redacted]@cic.gc.ca>
Cc: Sehgal.Tarandeep <Tarandeep.Sehgal@cic.gc.ca>
Subject: RE: Chinook Mod 1 for Refugees

I know he started, or was working on it at some point, but am not sure of its current status.

Alexis Fernandez

INOM, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Alexis.Fernandez@cic.gc.ca / Tel: 780-619-8546
Telework: Monday to Friday 8:00 – 4:00 pm MST

OMRI, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Alexis.Fernandez@cic.gc.ca / Tél.: 780-619-8546
Télétravail: lundi – vendredi 8h – 16h HNR

s.21(1)(d)

s.21(1)(b)

s.17

From: Rushton.Robin-Leah
Sent: August 31, 2021 11:18 AM
To: Bishop.Keri <Keri.Bishop@cic.gc.ca>; . @cic.gc.ca>
Cc: Sehgal.Tarandeep <Tarandeep.Sehgal@cic.gc.ca>; Fernandez.Alexis <Alexis.Fernandez@cic.gc.ca>
Subject: Chinook Mod 1 for Refugees

Hey Colleagues,

Have you heard that and SSA are working on a

Thanks,

Robin Rushton
(she/her/elle)

Assistant Director – INOM, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Robin-Leah.Rushton@cic.gc.ca
Telework: M-F 7-3pm (EDT)

Directrice adjointe - RIOM, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Robin-Leah.Rushton@cic.gc.ca
Télétravail: L-V 7-15h (HAE)

Arnal.Maria

From: Rushton.Robin-Leah
Sent: August 31, 2021 2:32 PM
To: IN Chinook / Chinook RI (IRCC)
Subject: RE: Chinook Mod1 for Refugees

Thanks!

Robin Rushton
(she/her/elle)

Assistant Director – INOM, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Robin-Leah.Rushton@cic.gc.ca
Telework: M-F 7-3pm (EDT)

Directrice adjointe - RIOM, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Robin-Leah.Rushton@cic.gc.ca
Télétravail: L-V 7-15h (HAE)

From: IN Chinook / Chinook RI (IRCC)
Sent: Tuesday, August 31, 2021 2:27 PM
To: Rushton.Robin-Leah ; Sehgal.Tarandeep ; Wong.Mark
Subject: FW: Chinook Mod1 for Refugees

From:
Sent: August 31, 2021 11:48 AM
To: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Subject: RE: Chinook Mod1 for Refugees

HI Alexis

Cheers

From: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Sent: August 31, 2021 8:45 PM
To: NROBI -IM < d@international.gc.ca>
Cc: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Subject: Chinook Mod1 for Refugees

Hi

We had heard that you were working on, or had started, a [redacted] a while back.

Can you confirm if it is an active project at the moment, and what status of completion it is currently at.

Thanks,
Alexis Fernandez
IN Chinook

Arnal.Maria

From: Daponte.Andie
Sent: September 27, 2021 10:58 AM
To: Rushton.Robin-Leah; Clack.Trevor; El-Kass.Wassim; Wong.Mark; Afonso.Bruno; Wakeman.Scott; Harrison.Kevin
Cc: Fernandez.Alexis; IN Chinook / Chinook RI (IRCC)
Subject: RE: [redacted]

Thanks All, I think I have the info needed on this one. No additional datapack is needed, the data gets pulled for annotations based on the APIs running. After an excel restart and redownloading Mod3+ and the data I was able to successfully test with some files.

Andie Daponte

Director, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Andie.Daponte@cic.gc.ca / Tel: [redacted] Teleworking
Telework hours: Monday to Friday 7:30 – 3:30 EST
Your Mental Health and Well-Being are important – Take care of yourself

Directeur, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Andie.Daponte@cic.gc.ca / Tél.: [redacted] Teletravail
heures: lundi – vendredi 07h30 – 15h30 EST
Votre santé mentale et votre bien-être sont importants - Prenez soin de vous

From: Rushton.Robin-Leah
Sent: Friday, September 24, 2021 11:09 AM
To: Clack.Trevor ; El-Kass.Wassim ; Wong.Mark ; Afonso.Bruno ; Wakeman.Scott ; Harrison.Kevin
Cc: Daponte.Andie ; Fernandez.Alexis ; IN Chinook / Chinook RI (IRCC)
Subject: RE: [redacted]

Looping in a few others for info.

Robin Rushton
(she/her/elle)

Assistant Director – INOM, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Robin-Leah.Rushton@cic.gc.ca
Telework: M-F 7-3pm (EDT)

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Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Robin-Leah.Rushton@cic.gc.ca
Télétravail: L-V 7-15h (HAE)

From: Clack.Trevor <Trevor.Clack@cic.gc.ca>
Sent: Friday, September 24, 2021 11:06 AM
To: El-Kass.Wassim <Wassim.El-Kass@cic.gc.ca>; Wong.Mark <Mark.Wong@cic.gc.ca>; Rushton.Robin-Leah <Robin-Leah.Rushton@cic.gc.ca>; Afonso.Bruno <Bruno.SimoesAfonso@cic.gc.ca>; Wakeman.Scott

<Scott.Wakeman@cic.gc.ca>; Harrison.Kevin <Kevin.Harrison@cic.gc.ca>
Subject: RE: [redacted]

Hi All,

Mod 3+ **version 4.8.41** was confirmed working (tested with a know application [redacted]
before release to production.

I do NOT currently have any capacity to troubleshoot this issue as the TRV Officer team has other priorities.
For any concerns please contact Kevin Harrison.

Regards,

Trevor Clack

Technical Advisor, Application Development, Transformation
Immigration, Refugees and Citizenship Canada / Government of Canada
Trevor.Clack@cic.gc.ca / Tel: 613-437-6061 / Microsoft Teams

Conseiller(ère) technique, Développement des applications, Transformation
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Trevor.Clack@cic.gc.ca / Tél.: 613-437-6061 / Microsoft Teams

From: El-Kass.Wassim <Wassim.El-Kass@cic.gc.ca>
Sent: September 24, 2021 09:41
To: Wong.Mark <Mark.Wong@cic.gc.ca>; Clack.Trevor <Trevor.Clack@cic.gc.ca>; Rushton.Robin-Leah <Robin-Leah.Rushton@cic.gc.ca>; Afonso.Bruno <Bruno.SimoesAfonso@cic.gc.ca>; Wakeman.Scott <Scott.Wakeman@cic.gc.ca>
Cc: Harrison.Kevin <Kevin.Harrison@cic.gc.ca>
Subject: RE: [redacted]

Hi Mark and Trevor,

Can we look into this together? The API serving the annotations seems to work on our side but we cannot run Chinook.
We might be able to help you if you can run Chinook and share your screen with us.

Thank you,

Wassim El-Kass, Ph.D.

Assistant Director, Advanced Analytics Solutions Centre (A^{2}SC)
Operations Planning and Performance
Immigration, Refugees and Citizenship Canada / Government of Canada
Wassim.El-Kass@cic.gc.ca / Tel: [redacted]

Directeur adjoint, Centre de solutions en analytique avancée (CSA^{2})
Planification et rendement des opérations
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Wassim.El-Kass@cic.gc.ca / Tél.: [redacted]

From: Wong.Mark <Mark.Wong@cic.gc.ca>
Sent: Friday, September 24, 2021 10:01 AM
To: Clack.Trevor <Trevor.Clack@cic.gc.ca>; Rushton.Robin-Leah <Robin-Leah.Rushton@cic.gc.ca>; El-Kass.Wassim <Wassim.El-Kass@cic.gc.ca>; Afonso.Bruno <Bruno.SimoesAfonso@cic.gc.ca>; Wakeman.Scott <Scott.Wakeman@cic.gc.ca>
Cc: Harrison.Kevin <Kevin.Harrison@cic.gc.ca>
Subject: RE: [redacted]

Hi all,

I was wondering if there is a separate data packet that users will need to download? We're testing this right now

Thank you.

Mark Wong

Senior Program Advisor, INOM, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Mark.Wong@cic.gc.ca / Tel: 343-549-1962

Conseiller principal en programmes, RIOM, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Mark.Wong@cic.gc.ca / Tél.: 343-549-1962

From: Clack.Trevor <Trevor.Clack@cic.gc.ca>
Sent: September 23, 2021 10:14 AM
To: Rushton.Robin-Leah <Robin-Leah.Rushton@cic.gc.ca>; El-Kass.Wassim <Wassim.El-Kass@cic.gc.ca>; Afonso.Bruno <Bruno.SimoesAfonso@cic.gc.ca>; Wakeman.Scott <Scott.Wakeman@cic.gc.ca>
Cc: Harrison.Kevin <Kevin.Harrison@cic.gc.ca>; Wong.Mark <Mark.Wong@cic.gc.ca>
Subject: RE: [redacted]
Importance: High

Hi all,

The updated version 4.8.41 is available (O13 and O16 builds) in the production Module 3+ folder (https://gcdocs2.ci.gc.ca/otcs/cs.exe?func=ll&objId=374443691&objAction=browse&viewType=1).

This update contains the needful for the changes made to the API for Annotation Notes.

Regards,

Trevor Clack

Technical Advisor, Application Development, Transformation
Immigration, Refugees and Citizenship Canada / Government of Canada
Trevor.Clack@cic.gc.ca / Tel: 613-437-6061 / Microsoft Teams

Conseiller(ère) technique, Développement des applications, Transformation
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Trevor.Clack@cic.gc.ca / Tél.: 613-437-6061 / Microsoft Teams

s.16(1)(c) s.16(2)(c)

From: Rushton.Robin-Leah <Robin-Leah.Rushton@cic.gc.ca>
Sent: September 23, 2021 06:05
To: Clack.Trevor <Trevor.Clack@cic.gc.ca>; El-Kass.Wassim <Wassim.El-Kass@cic.gc.ca>; Afonso.Bruno <Bruno.SimoesAfonso@cic.gc.ca>; Wakeman.Scott <Scott.Wakeman@cic.gc.ca>
Cc: Harrison.Kevin <Kevin.Harrison@cic.gc.ca>; Wong.Mark <Mark.Wong@cic.gc.ca>
Subject: [redacted]

Adding Scott and Mark.

Thanks Trevor,

Robin Rushton
(she/her/elle)

Assistant Director – INOM, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Robin-Leah.Rushton@cic.gc.ca
Telework: M-F 7-3pm (EDT)

Directrice adjointe - RIOM, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Robin-Leah.Rushton@cic.gc.ca
Télétravail: L-V 7-15h (HAE)

From: Clack.Trevor <Trevor.Clack@cic.gc.ca>
Sent: Wednesday, September 22, 2021 6:14 PM
To: El-Kass.Wassim <Wassim.El-Kass@cic.gc.ca>; Afonso.Bruno <Bruno.SimoesAfonso@cic.gc.ca>
Cc: Harrison.Kevin <Kevin.Harrison@cic.gc.ca>; Rushton.Robin-Leah <Robin-Leah.Rushton@cic.gc.ca>
Subject: [redacted]

Hi All,

It looks like the API has changed since the production release of Mod 3+ as follows (verified on [redacted]

URL for the API call:
- Old - [redacted]
- New [redacted]

The Response Body (Application Annotation):
- Old - Application Annotation
- New - app_annotation

Both of these changes break the lookup of Application annotations. I can make the needful changes to Mod 3+ for the Office 2016 build but will need to wait until tomorrow to create the Office 2013 build (need to wait for a team member to help that has Office 2013).

I will notify and upload to the Production folder when we have both builds ready. The new version number will be "version 4.8.41".

In addition, the Mod 3+ is implemented only in English so the Annotation language is hard-coded to English but any implementation in Chinook 1.5 will be able to determine the Users preferred language and get the appropriate language version (English/French).

Regards,

Trevor Clack

Technical Advisor, Application Development, Transformation
Immigration, Refugees and Citizenship Canada / Government of Canada
Trevor.Clack@cic.gc.ca / Tel: 613-437-6061 / Microsoft Teams

Conseiller(ère) technique, Développement des applications, Transformation
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Trevor.Clack@cic.gc.ca / Tél.: 613-437-6061 / Microsoft Teams

From: El-Kass.Wassim <Wassim.El-Kass@cic.gc.ca>
Sent: September 22, 2021 15:51
To: Clack.Trevor <Trevor.Clack@cic.gc.ca>; Afonso.Bruno <Bruno.SimoesAfonso@cic.gc.ca>
Subject: [redacted]
Importance: High

Hi Trevor,

We just got feedback from officers using Chinook Mod3+ [redacted] I tried the calling the Web API using POST and passing application numbers they gave us [redacted] Can you or someone on the Chinook side look into that?

Here is the list of applications they shared with us:

[redacted]

Thanks,

Wassim El-Kass, Ph.D.

Assistant Director, Advanced Analytics Solutions Centre (A^{2}SC)
Operations Planning and Performance
Immigration, Refugees and Citizenship Canada / Government of Canada
Wassim.El-Kass@cic.gc.ca / Tel:

Directeur adjoint, Centre de solutions en analytique avancée (CSA^2)
Planification et rendement des opérations
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Wassim.El-Kass@cic.gc.ca / Tél.:

Arnal.Maria

From: IN Chinook / Chinook RI (IRCC)
Sent: August 17, 2021 10:15 AM
To: [redacted]@international.gc.ca'
Subject: RE: Chinook not Extracting

Hello,

Have you tried extracting the file to your H:\drive first?

It seems to be working fine on our end, so I would recommend following up with Mission IT.

If the problem still persists, please let us know and we'll send it up the chain on our end.

Regards,

Alexis Fernandez
IN Chinook

From: [redacted]@international.gc.ca [mailto: [redacted]@international.gc.ca]
Sent: August 17, 2021 6:54 AM
To: IN Chinook / Chinook RI (IRCC)
Subject: Chinook not Extracting

Hi IN-Chinook.,

We're attempting to extract our data files today to our i:drive and it seems to crash before completing. Multiple users have tried to complete the extraction and it has crashed for all of us. Would that be an issue with Mission IT and our i:drive or an issue with the Chinook folder?

Arnal.Maria

From: Hickey.Donna
Sent: August 6, 2021 11:06 AM
To: Logan.Sara
Cc: IN Chinook / Chinook RI (IRCC)
Subject: RE: Chinook questions

Categories: Follow up

Thank you for this. Please direct them to the IN Chinook mailbox @ IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca

Donna Hickey

Program Officer, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Donna.Hickey@cic.gc.ca / Tel: 613-437-7260

, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Donna.Hickey@cic.gc.ca / Tél.: 613-437-7260

From: Logan.Sara
Sent: August 6, 2021 10:07 AM
To: Hickey.Donna ; Daponte.Andie
Subject: Chinook questions

Hello Donna,

I received an email from one of the Team Leads in ATIP. They have a few questions on Chinook as they have some conflicting information on what can be released/what should be exempt and would like to speak with a SME.

Should I provide your name or should I direct them to the IN Chinook inbox?

Thank you,
Sara Logan

ATIP Liaison Officer, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Sara.Logan@cic.gc.ca / Tel:

Agente de liaison de l'AIPRP, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Sara.Logan@cic.gc.ca / Tél.:

s.17

Arnal.Maria

From: Hickey.Donna on behalf of IN Chinook / Chinook RI (IRCC)
Sent: September 23, 2021 2:36 PM
To: Rushton.Robin-Leah; IN Chinook / Chinook RI (IRCC)
Cc: Wong.Mark
Subject: RE: Chinook Questions/Answers

Thanks for this! Only need the green light on the communication piece for the TRV date filter.

Donna Hickey

Program Officer, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Donna.Hickey@cic.gc.ca / Tel: 613-437-7260

, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Donna.Hickey@cic.gc.ca / Tél.: 613-437-7260

From: Rushton.Robin-Leah
Sent: September 23, 2021 2:19 PM
To: IN Chinook / Chinook RI (IRCC) ; Hickey.Donna
Cc: Wong.Mark
Subject: Chinook Questions/Answers

Hi Donna,

I am going to join a couple of threads together into this one (Mod 1 issues, AAM roll-out). Andie had a lunch meeting with [redacted] and was able to break down the following:

1) the columns: if EDW making a fuss about it and it slowing down MVP data development, then put this aside. They can live without - both the data Steffan asked for and the SAWP data. 2) the missing files issue: this is pretty critical and is actually not really a Chinook problem, though Chinook may have been the reason it was uncovered. Likely that these files do not exist in the data warehouses and therefore are missed in the ETL. I think AAM and C1.5 will use data from the ETL to feed them as well, so if the data is just not present, that is an issue as files could be lost for months. Let's ensure we're on the same page with EDW and DJL contacts please.

For AAM mission testing - yes, SSA would like to be involved. Steffan will need to think of who, but might be Jaylene Savjord.

More to come on the AAM mission testing piece, but as per the above, we'll likely be engaged heavily with SSA. Are there any more outstanding questions or direction that is required?

Thanks,

Robin Rushton
(she/her/elle)

Assistant Director – INOM, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Robin-Leah.Rushton@cic.gc.ca

Telework: M-F 7-3pm (EDT)

Directrice adjointe - RIOM, Réseau international
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Robin-Leah.Rushton@cic.gc.ca
Télétravail: L-V 7-15h (HAE)

Arnal.Maria

From: Gagnon.Paul
Sent: September 23, 2021 9:30 AM
To: Cantin.Marco; IN RAO / AOR RI (IRCC); Watson.Greg;
Cc: Brian.Colin; Data Management / Gestion de Donnees (IRCC); JL.Officer / JL.Officier (IRCC); IN Chinook / Chinook RI (IRCC)
Subject: RE: Chinook_MOD5_Updated

Hi Marco,

Mod 5.xlsb has been updated on the automation server. You'll see it in tonight's Chinook extracts.

Thanks,
Paul Gagnon
Senior Developer, Enterprise Data Warehouse, Digital Strategy Branch
Immigration, Refugees and Citizenship Canada / Government of Canada
Paul.Gagnon@cic.gc.ca / Tel: 613-437-5617 JETS B942

Développeur senior, l'entrepôt de données organisationnelles, Direction de la stratégie numérique
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Paul.Gagnon@cic.gc.ca / Tél.: 613-437-5617 JETS B942

From: Cantin.Marco
Sent: September 22, 2021 4:00 PM
To: Gagnon.Paul ; IN RAO / AOR RI (IRCC) ; Watson.Greg ; JL.Officer / JL.Officier (IRCC) ; IN Chinook / Chinook RI (IRCC) ; Brian.Colin ; Data Management / Gestion de Donnees (IRCC)
Subject: Chinook_MOD5_Updated

Hello/Bonjour,

Please find attached the updated version of the submissions in MOD5.

EDW can you please update the Chinook's Automation Server accordingly.

https://gcdocs2.ci.gc.ca/otcs/cs.exe?func=ll&objaction=overview&objid=323510404

Merci/Thanks

Marco

Marco Cantin

Senior Program Advisor, IMRI, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
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Je reconnais que la terre sur laquelle je travaille se trouve sur un territoire non cédé de la nation algonquine Anishinabe.
I recognize that the land on which I am working on is the traditional unceded territory of the Algonquin Anishinabe Nation.

s.17

Arnal.Maria

From: Cantin.Marco
Sent: August 16, 2021 10:56 AM
To: IN RAO / AOR RI (IRCC); Watson.Greg; JL.Officer / JL.Officier (IRCC); Gagnon.Paul; Data Management / Gestion de Donnees (IRCC); IN Chinook / Chinook RI (IRCC); Rogers.Jeff
Subject: Chinook_MOD5_Updated submissions

Hello/Bonjour,

Please find attached the updated version of the submissions in MOD5.

EDW can you please update the Chinook's Automation Server accordingly.

https://gcdocs2.ci.gc.ca/otcs/cs.exe?func=ll&objaction=overview&objid=323510404

Merci/Thanks

Marco

Marco Cantin

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Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Marco.Cantin@cic.gc.ca / Tél.: 613-295-4031

s.17

Arnal.Maria

From: IN Chinook / Chinook RI (IRCC)
Sent: August 4, 2021 10:59 AM
To: [redacted] @international.gc.ca'; [redacted] Alexis Fernandez; Alissar Ribahi; [redacted] Brocard.Laurence; Rappaport.Bryan; Calixte.Dominique; Brisebois.Eve; Falconer.Chris; Frohberg.Alyssa; Comrie.Georgina; [redacted] Kalisz.Jacqueline; Morin Lacelle.Jean Simon; [redacted] Donald.Jennifer; Brousseau.Jessica; Celestin.Jonathan; [redacted] Lee.Joseph; Vandentillaart.Julie; Montgomery.Karyne; [redacted] Sparks.Laura; Law.Joseph; [redacted] Ribeiro.Luis; Marcoux.Louis; Dufour.Marthe; Doucet.Martin; [redacted] Ons BenHajYahia; Pageau.Annie; Pascale Boudreau; [redacted] Kuwonu.Prosper; Railton.Samuel-Crawford; Gillis.Raymond; 'Raymond.Christian', [redacted] Erlichman.Sarah; Owen.Steve; Triantafillou.Thomas; [redacted] Lee.Timothy; Landry.Tyler; DiRienzo.Vanessa; Cantin.Marco [redacted] Gillis.Raymond
Cc: IN Chinook / Chinook RI (IRCC); [redacted] Daponte.Andie; [redacted] Karkaria.Zal; Mpaka.Manzi-Serge; Rushton.Robin-Leah; Wong.Mark
Subject: Chinook+ User manual / Chinook+ Manuel de L'utilisateur

ENGLISH ***FRANCAIS***

CHINOOK

Hello Chinook Experts:

Please forward this message to anyone in your region who is using Chinook+ Excel and provide them with assistance as necessary.

Chinook + version (4.8.39) User Manual

Chinook Mod+ User manual

SUPPORT:

If you require additional support, please send an email to the IN Chinook mailbox (IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca).

Thank you in advance for your collaboration!

CHINOOK

Bonjour les experts de Chinook,

Veuillez transférer ce message à toute personne de votre région qui utilise Chinook+ Excel et lui fournir l'assistance nécessaire.

Chinook + version (4.8.39) Manuel de l'utilisateur

Manuel de l'utilisateur Chinook Mod+

Soutien :

Si vous avez besoin de soutien d'assistance supplémentaire, veuillez envoyer un courriel à la boite Chinook RI (IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca).

Merci d'avance pour votre collaboration!

Andie DaPonte, Director International Network Optimization and Modernization NHQ – International Network	Andie DaPonte Directeur, OMRI RI Chinook

CHINOOK+
CHINOOK+
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CHINOOK+
CHINOOK+
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TRV Journey Lab ::

Chinook+ & GCMS Chinook Tab

USER MANUAL v.3

Table of Contents

Table of Contents 2
Revisionist History 3
Contact 3
New tools at a glance 4
  Chinook + ... 4
  GCMS – Chinook Tab 4
Set up and get started 5
Chinook+ :: What's New 8
GCMS Chinook Tab :: It's All New 18
Troubleshooting 23
  Issue 23
  Workaround 23
ANNEX A 24
ANNEX B 27
  Final Decision Logic - TRV 27
  Final Decision Logic - SP 28
  Final Decision Logic – SP-EXT 29
  Final Decision Logic - WP 30
  Final Decision Logic – WP-EXT 31
ANNEX C .... 33~~32~~
  Eligibility Logic .... 33~~32~~

Revisionist History

Draft Version	Description	Date	Author
Draft v0	Description and detailed instructions of how to use new Chinook + and GCMS Chinook Tab (Stage 2 of Rollout)	27FEB2020	Lisa Catana
v1	Amendments to Biometrics Logic	10MAR2020	
v2	Amendments to Logic Inclusion of SP/WP/EXT functionality	27APR2020	Lisa Catana
V3	Minor edits	18JAN2021	Zal Karkaria

Contact

For any questions and/or comments relating to Chinook + or the GCMS Chinook Tab, please contact the TRV Journey Lab – Officer Team at the following email:

IRCC.JL.Officer-JL.Officier.IRCC@cic.gc.ca

New tools at a glance

The TRV Journey Lab has recently created new features in Chinook and GCMS to help improve the decision-maker experience while processing TR applications.

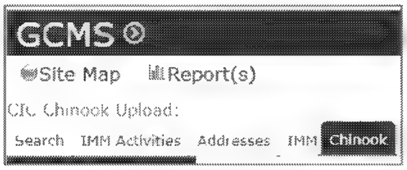
Several features have been built to create a link between Chinook and GCMS, which will now allow decision-makers to:

1. **Automate Final Decision Administrative tasks:**
   Using the new tools, decision-makers can now automate tasks that were previously done manually such as:
   - Final Decision entry,
   - Pasting notes from Chinook into Notes Tab
   - Entry of refusal grounds
   - Generation and sending of passport request/refusal letters
   - Generating counterfoils
   - Setting counterfoil print queue
   - Modifying SP/WP Permit Details

2.

3. **Automate Biometrics Administrative tasks:**
   Decision-makers can now indicate their Biometrics decision in Chinook, and the entry will be automated in GCMS

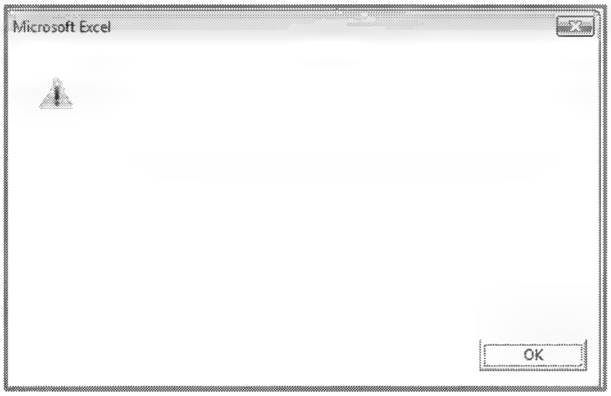
To take advantage of the new features, you will need access to two new tools:

Tool	**Description**
Chinook +	▪ New version of Chinook that includes new functionality including: ○ New Biometrics Action column ○ New functions in Action column ○ Export to GCMS button ○ Support for TRV/SP/WP/SP-EXTs
GCMS – Chinook Tab  GCMS Site Map Report(s) Clt. Chinook Upload: Search IMM Activities Addresses IMM Chinook	▪ New Chinook Tab in GCMS that allows users to input data directly from Chinook then automates associated administrative tasks for final decisions and biometrics ▪ Support for SP/WP/SP-EXTs as of JUNE 2020 with GCMS Release 23 ▪ Restricted Access: During the testing/rollout phase, the Chinook Tab will only be visible to users participating in the testing. Once full rollout is complete, the Chinook Tab will be added as a default for all GCMS Users with Visa Officer responsibility

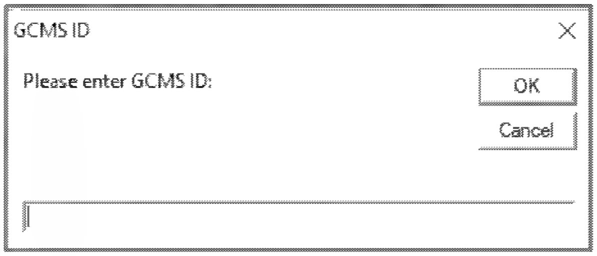
Set up and get started

Prepare Chinook +

1. Open *ChinookPlus – Module 3 – Viewer.xlsb*
2. Read the Disclosure dialogue box and click *OK*

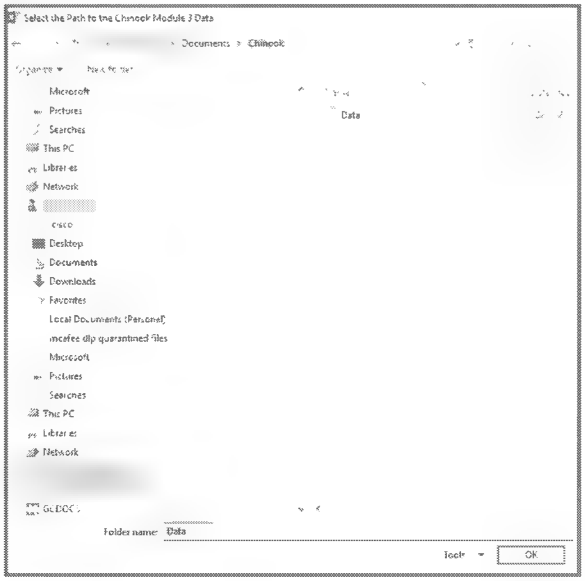

Microsoft Excel
OK

3. **Enter your GCMS ID:** When prompted, enter your GCMS ID
NOTE: you must enter a GCMS ID to use Chinook+ with the GCMS Chinook Tab).


GCMS ID
OK
Cancel

Please enter GCMS ID:

4. **Set your data path:** If data path is not already set up, navigate to the *Chinook>Data* folder on your computer and click *OK*.


Select the Path to the Chinook Module 3 Data
Documents > Chinook
Microsoft
Pictures
Searches
This PC
Libraries
Network
[redacted]
cisco
Desktop
Documents
Downloads
Favorites
Local Documents (Personal)
mcafee dlp quarantined files
Microsoft
Pictures
Searches
This PC
Libraries
Network
GCDOCS
Data
Tools
OK

Folder name: Data

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Prepare Chinook + (continued)

5. Ensure that the Data folder contains the following files:
   - Mod 3
   - Mod 5
   - Schema
   - REGION NAME – Mod 3 – Cols
   - REGION NAME – Mod 3 – Hist
   - *(NEW)* Chinook – Mod 3-Biometrics Ready
   - *(NEW)* Chinook – Mod 3-Biometrics Roll Up

6. **Set up your Selected Region and GCMS ID:**
   1. Click on the *Settings* button ⚙
   2. Under the User Info window:
      - Select the relevant *Region*

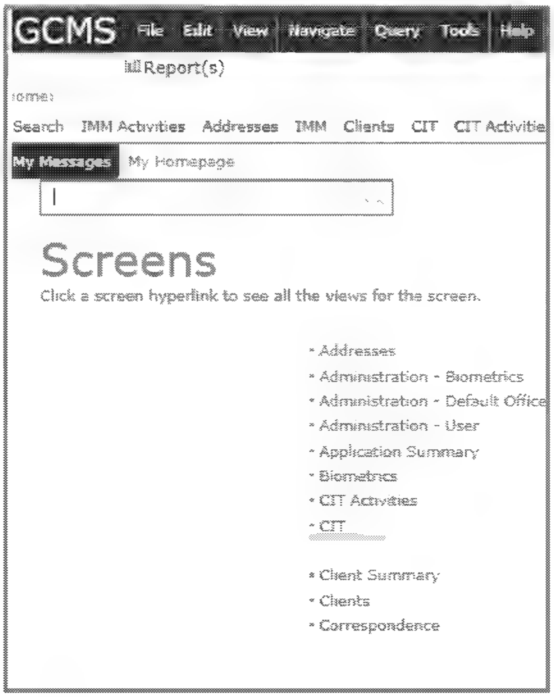
NOTE: The GCMS ID used in Chinook+ must match the GCMS ID of the user, when using the Chinook Tab in GCMS.

Prepare Chinook Tab

7. Open a new session of GCMS

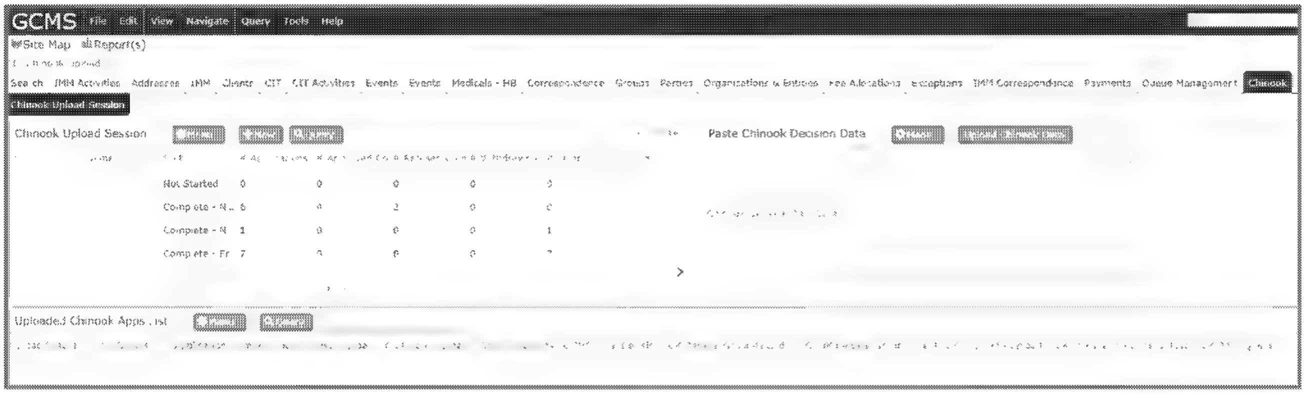
8. Click on the new *Chinook Tab*

9. If not visible in your tabs, navigate to *Site Map>Chinook* and select *Chinook*

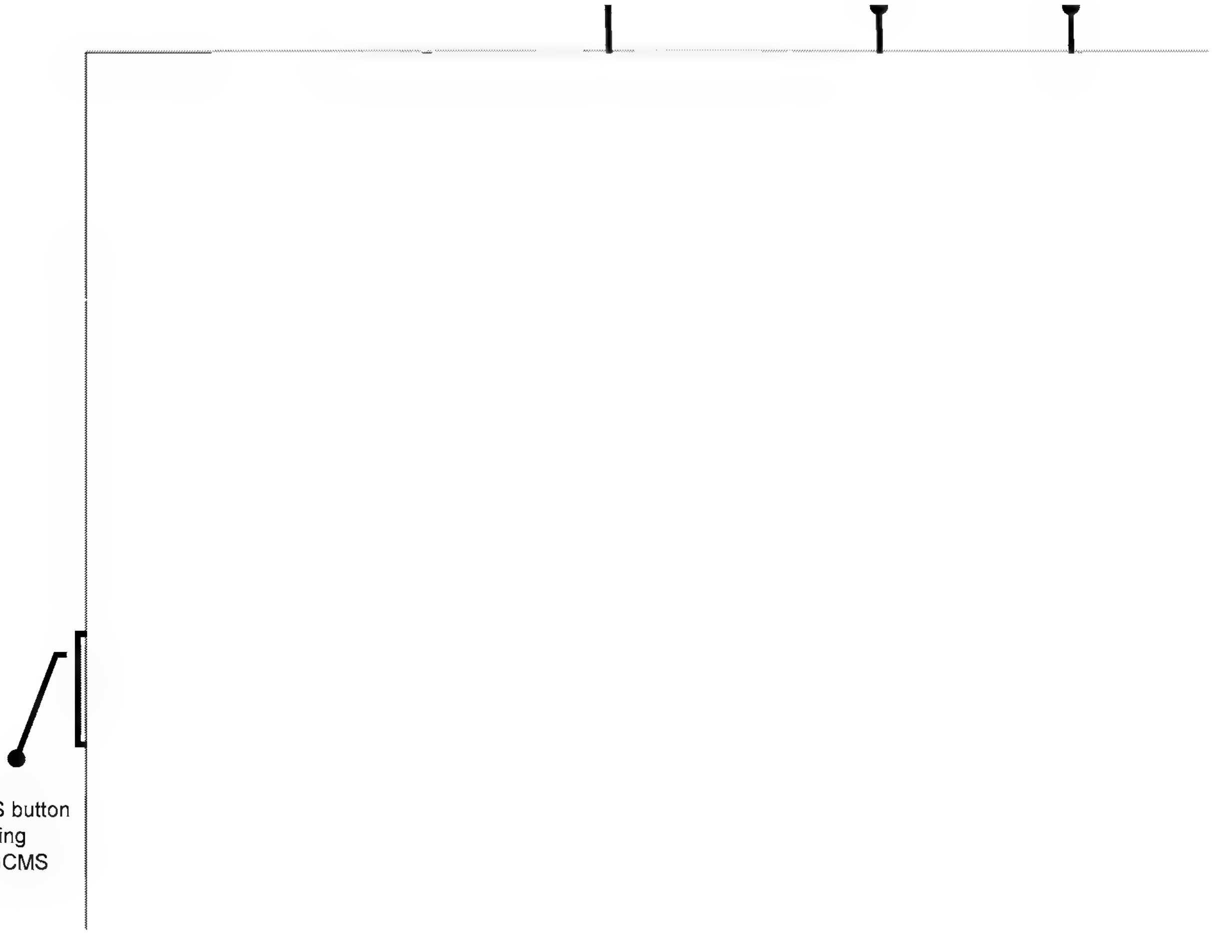

GCMS
File
Edit
View
Navigate
Query
Tools
Help
Report(s)
Search
IMM Activities
Addresses
IMM
Clients
CIT
CIT Activitie
My Messages
My Homepage
Screens
Click a screen hyperlink to see all the views for the screen.
Addresses
Administration - Biometrics
Administration - Default Office
Administration - User
Application Summary
Biometrics
CIT Activities
CIT
Client Summary
Clients
Correspondence

NOTE: The Chinook Tab is currently restricted only to officers involved in the testing. Once the new tools are fully tested and rolled out to all missions, the Chinook Tab will be available to all GCMS users with Visa Officer responsibility.

Chinook Tab layout


GCMS
File
Edit
View
Navigate
Query
Tools
Help
Site Map
Report(s)
Search
IMM Activities
Addresses
IMM
Clients
CIT
CIT Activities
Events
Events
Medicals - HB
Correspondence
Groups
Parties
Organizations & Entities
Fee Allocations
Exceptions
IMM Correspondence
Payments
Queue Management
Chinook
Chinook Upload Session
Chinook Upload Session
Paste Chinook Decision Data
Not Started
Uploaded Chinook Apps List

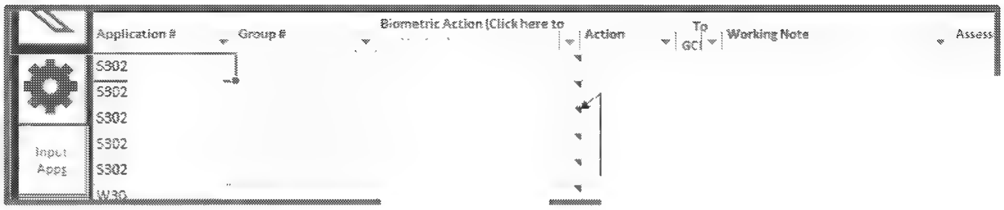
Chinook+ :: What's New



Export to GCMS button to facilitate moving information to GCMS

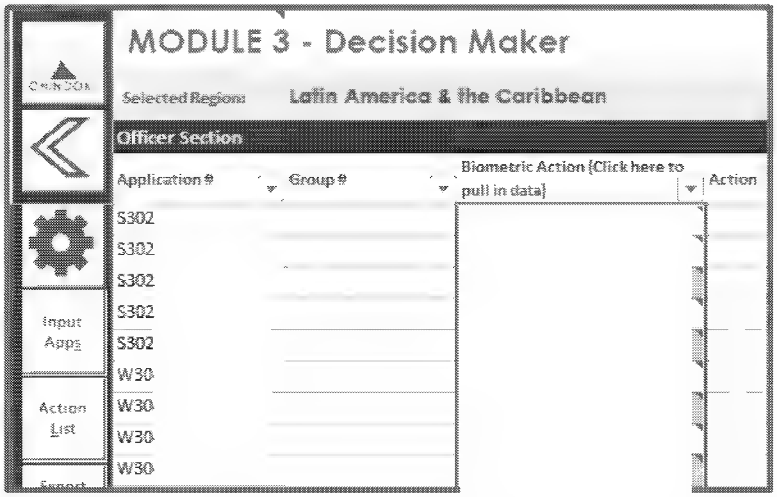
Using the new Biometrics Action column

1. **Hover over feature:** Hover over any cell in the Biometric Action column to quickly view the biometrics details for an application, hover over the cell.


Application #
Group #
Biometric Action (Click here to
Action
To GCI
Working Note
Assess
Input Apps
S302
S302
S302
S302
S302
W30

2. **To view the Biometrics Window for a single application**: Highlight the Biometrics Action cell corresponding to an application to launch the Biometrics Window.

3. **To view the Biometrics Window for a multiple applications:** In the Biometrics Action column, highlight multiple cells for the corresponding applications to launch the Biometrics Window


CHINOOK
MODULE 3 - Decision Maker
Selected Region: Latin America & the Caribbean
Officer Section
Application #
Group #
Biometric Action (Click here to pull in data)
Action
Input Apps
Action List
Export
S302
S302
S302
S302
S302
W30
W30
W30
W30

See *ANNEX A* for description and details of the Biometrics Action Column Statuses.

4. **Biometrics Window:** Use the << & >> buttons to toggle through your selected applications. The Application # and Record count will change as you toggle through the applications.

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Using the new Biometrics Action column (continued)

5. For applications where the *Biometric – FCC Detail* Activity for US, NZ or AUS is at status *Ready to be Assessed*, the appropriate check boxes will be activated.

6. **Reviewed:** Click on the appropriate checkbox to set the biometrics activity status to *Complete – Assessed.* Once you have checked any of the boxes in the Biometrics Window, the Biometrics Action column will subsequently display *Reviewed* for that application.

7. **Review Required:** If further review of the biometrics is required outside of Chinook, click the *Review Required* checkbox. The Biometrics Action column will subsequently display *Review Required* for that application.

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Using the new Biometrics Action column (continued)

8. When you have completed the biometrics assessments for the application(s), click the ***Save Biometric Action*** button to ensure that your assessments are saved and included in the Export to GCMS.

Using the new features in the Action Window

9. Approvals: Counterfoil Details (For all LOBs)

If the Approval checkbox is selected in the Action Window, decision-makers will now be able to select the following details from the *Action Window*. *NOTE:* If any of these fields are not entered in Chinook, then existing GCMS defaults will be followed.

Counterfoil Print Queue:
- Select your Office from the *Office* dropdown menu
- Select your desired *Counterfoil Print Queue* from the second dropdown (which will show a list of Print Queues associated to the selected office).
- *NOTE:* If no Print Queue is selected, your GCMS default print queue will be used once you have entered information in the Chinook Tab.

Counterfoil Validity Date:
- Click on the *Date* button to launch the calendar window and select a date.

[redacted]

Using the new features in the Action Window (continued)

10. **Approvals: Permit Details (For SP, WP, SP-EXT and WP-EXT)**
For SP, WP, SP-EXT and WP-EXT approvals, , additional fields will appear in the Action Window:

    - **Permit Validity Date:**
    Click on the *Date* button to launch the calendar window and select a date.

    - **Remarks**:
    Enter relevant remarks in the Remarks window as required.

Using the new features in the Action Window (continued)

- **Conditions**:
  To select Permit Conditions – click on the *Approvals 2* tab in the Action Window and select the conditions that apply for the application. The conditions list will correspond to the selected Application Type.

11. **Refusals:**

- **Generate Refusal Letter Checkbox:**
  If the refusal checkbox is selected in the Action Window, the Generate Refusal Letter Checkbox will be checked as a default.

  If a refusal decision is exported to GCMS using the Export to GCMS button, a refusal letter will automatically be generated in GCMS based on the exported refusal grounds.

  Unchecking the box will stop the refusal letter from being automatically generated. This will allow additional edits or amendments to the refusal letter (i.e. adding comments for an "Other" refusal ground etc.

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Using the new features in the Action Window (continued)

- **Refusal Letter Intros:**
  For SP, WP, SP-EXT, WP-EXT, select the *Refusal Letter Intro* type from the drop-down box in the Action Window.

Using the new Export to GCMS button

12. The new Export to GCMS button can be used in lieu of the Action List button. Once clicked, the button will copy instructions for GCMS onto your clipboard that can then be pasted directly into the GCMS Chinook Tab to perform the final decision administrative actions that typically would have been done manually. These actions are the following **(See Annex B & C for full details of actions completed in GCMS, including logic**):

    - Final Decision entry
    - Biometrics FCC Detail Assessments
    - Pasting notes from Chinook into Notes Tab
    - Entry of refusal grounds
    - Generation and sending of passport request/refusal letters
    - Generating counterfoils
    - Setting Counterfoil Print Queue
    - Setting Counterfoil Validity Date
    - Setting Permit Validity Date (SP/WP/SP-EXT/WP-EXT only)
    - Setting Conditions & Remarks (SP/WP/SP-EXT/WP-EXT only)

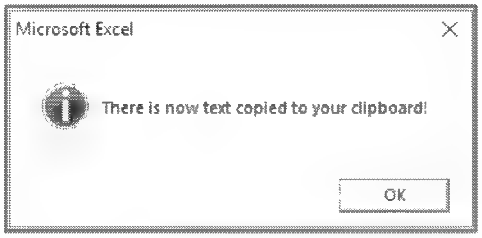
Using the new Export to GCMS button (continued)

NOTE: All actions that are automated in GCMS, will be tagged in GCMS against the user's GCMS ID.

13. To use new Export to GCMS: Once decisions have been entered in the Action column, click on the Export to GCMS button.

    NOTE: Applications that have "Other" in the Action column OR Applications that have already been Sent to GCMS will not be exported for decision.

14. The following window will pop up to confirm that the Export has been copied to your clipboard.



There is now text copied to your clipboard!

15. Navigate directly to the GCMS Chinook Tab to paste the information into GCMS. (see Chinook Tab instructions below).

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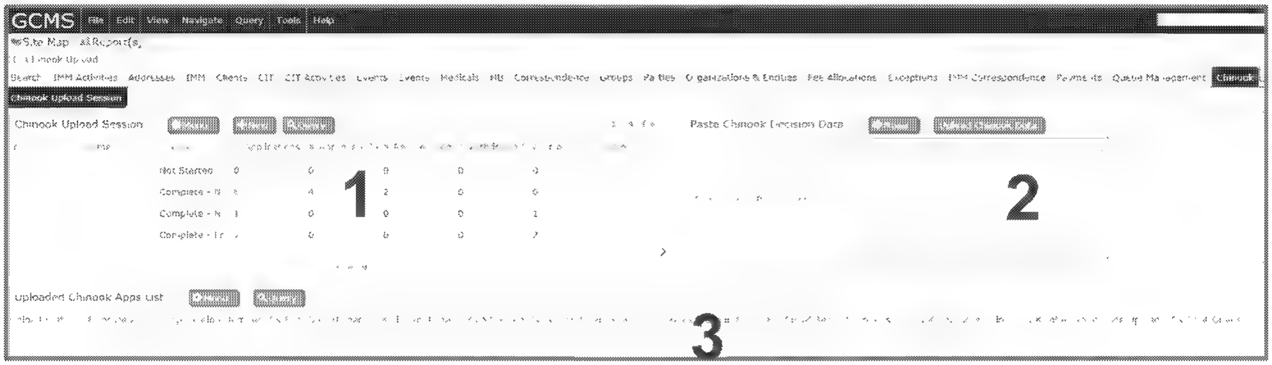
Sent to GCMS

16. Once an application's information has been Exported to GCMS, a checkmark will appear in the "Sent To GCMS" column.

GCMS Chinook Tab :: It's All New


GCMS
File
Edit
View
Navigate
Query
Tools
Help
Site Map
Report(s)
Chinook
Chinook Upload Session
Chinook Upload Session
Not Started
Complete
Paste Chinook Decision Data
Uploaded Chinook Apps List
1
2
3

Basics

Quick basics about the Chinook Tab:

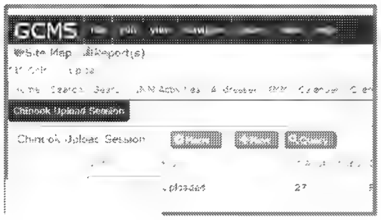
- Decisions entered in the Chinook Tab, will never overwrite existing decisions in Chinook (including Eligibility and Findecs)
- Any application processed in the Chinook tab will always be tagged to the Chinook Session ID – so it can be queried at a future time.
- All Chinook Tab data will be available via Answers Queries Errors that typically prevent applications from being finalized (i.e. Cost Recovery fee outstanding, Biometrics not assessed, open Criminality/Security assessments or Verifications etc) will continue to be returned in the Chinook Tab.

There are three sections to the new Chinook Tab:

1. **Chinook Upload Session**
    - To Create new Chinook Upload Session (much like creating a group)
2. **Paste Chinook Decision Data**
    - Paste data here after clicking "Export to GCMS" button in Chinook
3. **Uploaded Chinook Apps List**
    - Review uploaded Chinook Application information

Creating a new Chinook Session

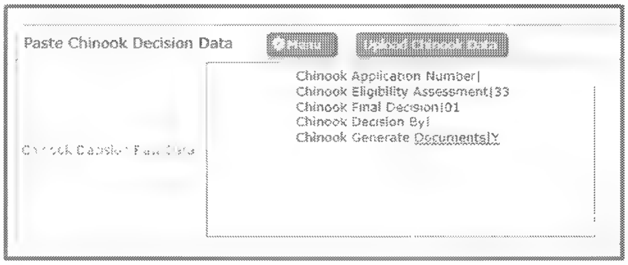
1. Before pasting information from the Export to GCMS Chinook button, a new Chinook Session must be created.
2. In the Chinook Upload Session window, click *New* button


GCMS
Site Map
Report(s)
Chinook Upload Session
Chinook Upload Session
Uploaded

3. **Session ID:** A new Chinook Session ID # will appear in the ID column
4. **Name:** The Session name can be edited in the name column. The name will default to the Session ID if not modified by the user

Pasting Chinook Data into Chinook Tab

5. In the *Paste Chinook Decision Data* section of the tab, paste (CTRL+V) your data from the *Export to GCMS* button in Chinook.



Chinook Application Number|
Chinook Eligibility Assessment|33
Chinook Final Decision|01
Chinook Decision By|
Chinook Generate Documents|Y

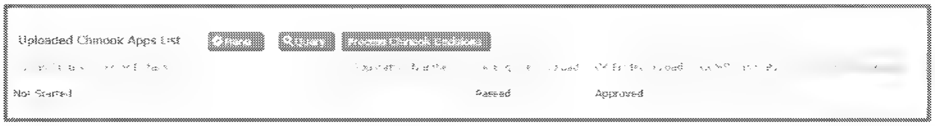
NOTE: A "$" sign will appear at the end of the pasted Chinook information. This indicates the end of the information. Do not hit enter, or enter any other characters after this $ - it will cause an error.

6. Click the *Upload Chinook Data* button to review your application information.

NOTE: **This will not process the decisions**, it will pull the Chinook decision information into the Uploaded Chinook Data list for review.

Review Uploaded Chinook Apps List

7. The application information entered in Chinook will appear in the Uploaded Chinook Data window:



Not Started | Passed | Approved

8. The following information can be reviewed in the relevant columns:

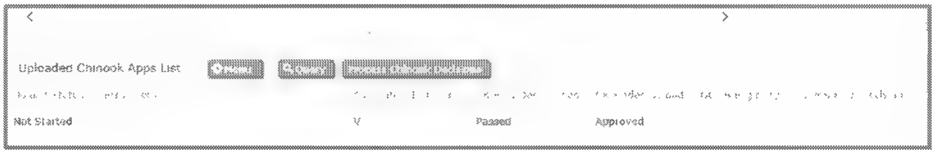
Column Title	Description

Upload Chinook Apps List Columns:

Uploaded Chinook Apps List

Using the Process Chinook Data button

9. Once applications have been reviewed – click the *Process Chinook Decisions* to complete the final decision activities for the applications.



Not Started	V	Passed	Approved

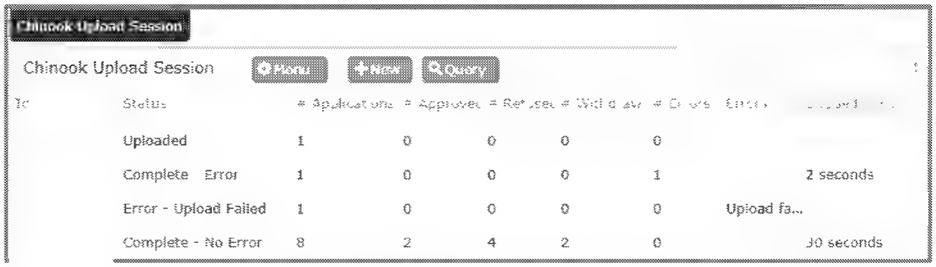
NOTE: Depending on the number of applications being processed, the delay may be several minutes. **The buffer wheel will only appear for 90seconds and then will disappear. This does not mean that the processing has crashed.** Status will change to Complete or Complete- Error once processing is done.

SUGGESTIONS:

- Do not process more than 25 applications at a time.
- Continue review of remaining applications in Chinook while you wait for the Chinook Tab to finish processing.

Upload Statuses & Summaries

The Chinook Upload Session status will indicate the processing status of the group of applications in that session.



Id	Status	# Applications	# Approved	# Refused	# Withdrawn	# Errors	Errors	[illegible]
	Uploaded	1	0	0	0	0		
	Complete Error	1	0	0	0	1		2 seconds
	Error - Upload Failed	1	0	0	0	0	Upload fa...	
	Complete - No Error	8	2	4	2	0		30 seconds

The Chinook Upload Session window also provides a summary of the # Apps, # Approved, # Withdrawn, # Refused, # Errors as well as the elapsed time for each complete session.

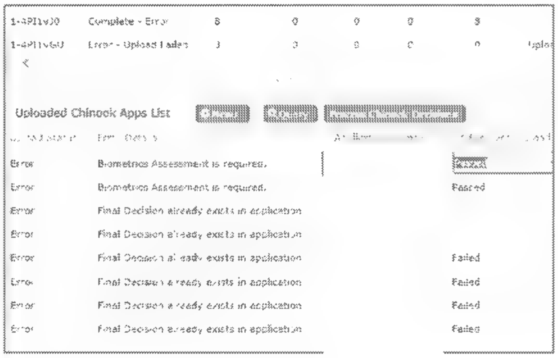
Application Error Statuses

As mentioned above, errors typically returned to a user to indicate that the application cannot be finalized, will still appear in the Chinook Tab under Application Error Status.

There are several new errors listed below that are specific to the Chinook Tab:

Fixing Application Errors

10. Should an error occur on an application, click on the Application Number hyperlink.

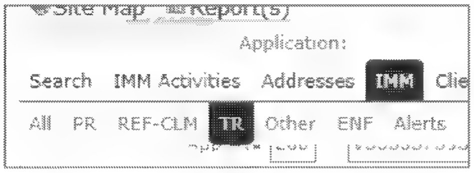


1-APl1vX0	Complete - Error	8	0	0	0	8
1-APl1vGU	Error - Upload Failed	3	0	0	0	0

Uploaded Chinook Apps List

Error	Biometrics Assessment is required.	
Error	Biometrics Assessment is required.	Passed
Error	Final Decision already exists in application	
Error	Final Decision already exists in application	
Error	Final Decision already exists in application	Failed
Error	Final Decision already exists in application	Failed
Error	Final Decision already exists in application	Failed
Error	Final Decision already exists in application	Failed

11. Fix the error, if possible and use the breadcrumb to return to the Chinook Session Tab.


Site Map
Report(s)
Application:
Search
IMM Activities
Addresses
IMM
Clie
All
PR
REF-CLM
TR
Other
ENF
Alerts

Deleting Applications from a Session

12. Click the Process Chinook Decisions button, and all applications that are not at *Status= Complete* will be re-processed.

13. To delete an application from a Session, highlight the application(s) and click *Menu>Delete Record*.

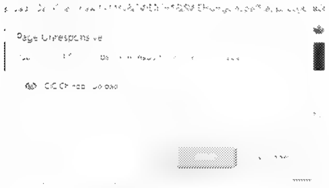
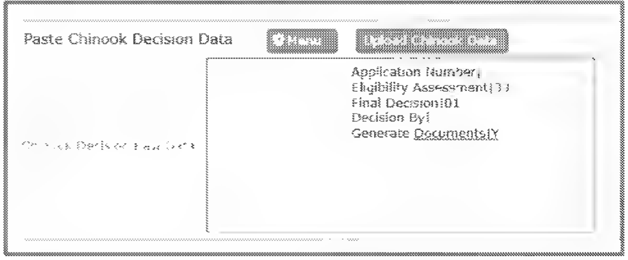
s.16(2)(c)

s.19(1)

Troubleshooting

The Chinook+ and Chinook Tab are new and there may be bugs that have not been identified..

There are a few known issues that are identified below to assist with troubleshooting:

Issue	Workaround
The buffer wheel disappears and it looks like the Chinook session has crashed. OR Chrome gives me this Page Unresponsive message:  Page Unresponsive	In GCMS, the buffer wheel automatically disappears after 60-90second. Unfortunately, this isn't something we could easily fix. So **trust it and let it run** – the Session Status will change to Complete – No Error or Complete – Error once it's done. Do not click the Process button again as this will actually make it crash.
When I paste my information from Chinook into the Chinook Raw Data window, I see a $ and then some other symbols: Ex: V1|Chinook Application Number|V1 V1|Chinook Eligibility Assessment|33 V1|Chinook Final Decision|01 V1|Chinook Decision By| V1|Chinook Generate Documents|Y $	To avoid errors in the Chinook Tab, ensure that there are no extra characters or spaces after you paste in the Chinook Data window:  Paste Chinook Decision Data Application Number| Eligibility Assessment|33 Final Decision|01 Decision By| Generate Documents|Y Delete all extra characters and spaces after the $.

s.16(2)(c)

ANNEX A

Biometric Action Column

Biometric Action Column Display	Biometrics Details Column: Lead Tag Line	Logic
POT ERROR – SEE GCMS	Potential Info Sharing Error – see GCMS	
ERROR Q1 – SEE GCMS	Info Sharing Q1 Failure – see GCMS	
ERROR Q2 – SEE GCMS	Info Sharing Q2 Failure – see GCMS	
NOT ASSOCIATED *OR* **ALL NOT ASSOCIATED**	Biometrics Not Associated - see GCMS	
POT ADV - SEE GCMS	Potentially Adverse Info – see GCMS	

		NOTE: The detailed information for this record will not be provided in Chinook. Decision-Maker will be required to review information in GCMS and the Biometrics Assessment checkboxes for this application will be disabled in Chinook.
USA pending **NZL Pending** **AUS pending** **USA/NZL/AUS pending** **USA/NZL pending** **USA/AUS pending** **NZL/AUS pending**	Additional Info – see GCMS	
COMPLETE (COUNTRY) *OR* **ALL COMPLETE**	COMPLETE	
(COUNTRY) NRT *OR* **ALL NRT**	ALL NRT	
EXEMPT (COUNTRY) *OR* **ALL EXEMPT**	ALL EXEMPT	
INCOMPLETE FINGERPRINT (COUNTRY) *OR* **INCOMPLETE NOT STARTED** *OR* **ALL INCOMPLETE**	INCOMPLETE	

BIOMETRIC STATUSES THAT WILL APPEAR AFTER DECISION-MAKER REVIEW

REVIEWED	If the user has reviewed Biometrics and clicked on an assessment check box and "Save Biometrics Action" button
REVIEW REQUIRED	User has checked the “Review Required” box in the Biometrics Action Column

ANNEX B

Final Decision Logic - TRV

			Final Decision		
	Activity/Field in GCMS	**What happens in GCMS**	**Approval**	**Refusal**	**Withdrawal**
Eligibility & Findec	Eligibility Assessment		Eligibility: Passed	Eligibility: Failed	Eligibility: (blank – unless already Passed or Failed)
	Final Assessment		Final Decision : Approved	Final Decision : Refused	Final Decision : Withdrawn
Notes	Notes tab		Yes	Yes	Yes
Refusal Grounds:	Finalize Application>Refusal Grounds		N/A	Yes	N/A
Correspondence:	Correspondence>Outgoing		Ppt Request ltr = Generate	Refusal Letter = Generate	No letter generated – cannot automate letters that have to be picked from the T:Drive
			Ppt Request ltr = Sent	Refusal Letter = Sent	
			Ppt Request ltr = Generate	Refusal Letter = Generate	
Counterfoil	Finalize Application> Document Issuance		Generate and set Print Queue	N/A	N/A
Things GCMS won't let us automate that you'll still have to do :			If Received Via Other/VAC = set letter to Sent Set Validity Date if change is required	If Received Via Other/VAC = set letter to Sent	Send withdrawal letter

s.16(2)(c)

Final Decision Logic - SP

			Final Decision		
	Activity/Field in GCMS	**What happens in GCMS**	**Approval**	**Refusal**	**Withdrawal**
Eligibility & Findec	Eligibility Assessment		Eligibility: Passed	Eligibility: Failed	Eligibility: (blank – unless already Passed or Failed)
	Final Assessment		Final Decision : Approved	Final Decision : Refused	Final Decision : Withdrawn
Notes	Notes tab		Yes	Yes	Yes
Refusal Grounds:	Finalize Application>Refusal Grounds		N/A	Yes	N/A
Correspondence:	Correspondence>Outgoing		POE Intro Ltr = Generate Study Permit = Authorized	Refusal Letter = Generate	No letter generated – cannot automate letters that have to be picked from the T:Drive
			POE Intro Ltr = Generate Study Permit = Authorized Original Ppt Request = Sent	Refusal Letter = Sent	
			POE Intro Ltr = Generate Study Permit = Authorized Original Ppt Request = Generate	Refusal Letter = Generate	
Counterfoil	Finalize Application> Document Issuance		Generate and set Print Queue Set Validity Date Counterfoil = Generate eTA = Authorized	N/A	N/A
Permit	Finalize Application >Document Issuance>Type = Permit – SP		Set Validity Date User Remarks based on Chinook entry Conditions based on Chinook entry		
Things GCMS won't let us automate that you'll still have to do :			If Received Via Other/VAC = set letter to Sent	If Received Via Other/VAC = set letter to Sent	Send withdrawal letter

Final Decision Logic – SP-EXT

			Final Decision		
	Activity/Field in GCMS	**What happens in GCMS**	**Approval**	**Refusal**	**Withdrawal**
Eligibility & Findec	Eligibility Assessment		Eligibility: Passed	Eligibility: Failed	Eligibility: (blank – unless already Passed or Failed)
	Final Assessment		Final Decision : Approved	Final Decision : Refused	Final Decision : Withdrawn
Notes	Notes tab		Yes	Yes	Yes
Refusal Grounds:	Finalize Application>Refusal Grounds		N/A	Yes	N/A
	Refusal Letter Details>Paragraph Type			Refusal Letters Details> Paragraph Type based on Chinook entry	
Correspondence:	Correspondence>Outgoing		Study Permit = Generate	Refusal Letter = Sent	No letter generated – cannot automate letters that have to be picked from the T:Drive
			Study Permit = Generate	Refusal Letter = Sent	
Counterfoil	Finalize Application> Document Issuance		Generate and set Print Queue Set Validity Date Counterfoil = Generate eTA = Authorized	N/A	N/A
Permit	Finalize Application >Document Issuance>Type = Permit – SP		Set Validity Date	N/A	N/A
			User Remarks based on Chinook entry Conditions based on Chinook entry		
Things GCMS won't let us automate that you'll still have to do :			Set Study Permit to Authorized	N/A	Send withdrawal letter

s.16(2)(c)

Final Decision Logic - WP

			Final Decision		
	Activity/Field in GCMS	**What happens in GCMS**	**Approval**	**Refusal**	**Withdrawal**
Eligibility & Findec	Eligibility Assessment		Eligibility: Passed	Eligibility: Failed	Eligibility: (blank – unless already Passed or Failed)
	Final Assessment		Final Decision : Approved	Final Decision : Refused	Final Decision : Withdrawn
Notes	Notes tab		Yes	Yes	Yes
Refusal Grounds:	Finalize Application>Refusal Grounds		N/A	Yes	N/A
	Refusal Letter Details>Paragraph Type			Refusal Letters Details> Paragraph Type based on Chinook entry	
Correspondence:	Correspondence>Outgoing		POE Introduction Ltr = Generate Work Permit = Authorized	Refusal Letter = Generate	
			POE Introduction Ltr = Generate Work Permit = Authorized Original Passport Request = Sent	Refusal Letter = Sent	No letter generated – cannot automate letters that have to be picked from the T:Drive
			POE Introduction Ltr = Generate Work Permit = Authorized Original Passport Request = Generate	Refusal Letter = Generate	
Counterfoil	Finalize Application> Document Issuance		Generate and set Print Queue Set Validity Date Counterfoil = Generate eTA = Authorized	N/A	N/A
Permit	Finalize Application >Document Issuance>Type = Permit – WP		Set Validity Date User Remarks based on Chinook entry Conditions based on Chinook entry	N/A	N/A

Things GCMS won't let us automate that you'll still have to do :	If Received Via Other/VAC = set letter to Sent	If Received Via Other/VAC = set letter to Sent	Send withdrawal letter

Final Decision Logic – WP-EXT

			Final Decision		
	Activity/Field in GCMS	**What happens in GCMS**	**Approval**	**Refusal**	**Withdrawal**
Eligibility & Findec	Eligibility Assessment		Eligibility: Passed	Eligibility: Failed	Eligibility: (blank – unless already Passed or Failed)
	Final Assessment		Final Decision : Approved	Final Decision : Refused	Final Decision : Withdrawn
Notes	Notes tab		Yes	Yes	Yes
Refusal Grounds:	Finalize Application>Refusal Grounds Refusal Letter Details>Paragraph Type		N/A	Yes Refusal Letters Details> Paragraph Type based on Chinook entry	N/A
Correspondence:	Correspondence>Outgoing		Work Permit = Generate	Refusal Letter = Generate	
			Work Permit = Generate	Refusal Letter = Sent	No letter generated – cannot automate letters that have to be picked from the T:Drive
			Work Permit = Generate	Refusal Letter = Generate	
Counterfoil	Finalize Application> Document Issuance		Generate and set Print Queue Set Validity Date Counterfoil = Generate eTA = Authorized	N/A	N/A
Permit	Finalize Application >Document Issuance>Type = Permit – WP-EXT		Set Validity Date User Remarks based on Chinook entry Conditions based on Chinook entry	N/A	N/A
Things GCMS won't let us automate that you'll still have to do :			If Received Via Other/VAC = set letter to Sent	If Received Via Other/VAC = set letter to Sent	Send withdrawal letter

ANNEX C

Eligibility Logic

Decision-Maker Entry in Chinook		What happens in GCMS		
If Chinook Final Decision =	**THEN Chinook Eligibility will be set to:**	**If Existing GCMS Eligibility =**	**THEN Chinook Tab will set GCMS Eligibility to:**	**THEN Error Message =**
Approved	Passed	Blank	Passed	n/a
		In Progress	Passed	n/a
		Not Started	Passed	n/a
		Recommend Interview	Passed	n/a
		Recommend Passed	Passed	n/a
		Review Required	Passed	n/a
		Passed	Will not overwrite existing Eligibility decision, but will continue with remaining Final Decision actions	n/a
		Not Met	No actions will be completed. Will return Error to Officer.	"Eligibility is Not Met"
		Failed	No actions will be completed. Will return Error to Officer	"Application's Final Assessment cannot be updated due to Eligibility Assessment value"
Refused	Failed	Blank	Failed	n/a
		In Progress	Failed	n/a
		Not Started	Failed	n/a
		Recommend Interview	Failed	n/a
		Recommend Passed	Failed	n/a
		Review Required	Failed	n/a
		Passed	No actions will be completed. Will return Error to Officer	"Application's Final Assessment cannot be updated due to Eligibility Assessment value"
		Not Met	Failed	
		Failed	Will not overwrite existing Eligibility decision, but will continue with remaining Final Decision actions	
Withdrawal	Blank	Blank	Blank	
		In Progress	Blank	
		Not Started	Blank	
		Recommend Interview	Blank	
		Recommend Passed	Blank	
		Review Required	Blank	
		Passed	Will not overwrite existing Eligibility decision, but will continue with remaining Final Decision actions	
		Not Met	No actions will be completed. Will return Error to Officer.	"Eligibility is Not Met"
		Failed	No actions will be completed. Will return Error to Officer.	"Eligibility is Failed"

Arnal.Maria

From:	Rushton.Robin-Leah
Sent:	September 9, 2021 9:06 AM
To:	Harrison.Kevin; Hillier.Marilyn
Cc:	CN HQ TR / RT AC RC (IRCC); IN INOM / OMRI RI (IRCC); Wong.Mark; Daponte.Andie; IN Chinook / Chinook RI (IRCC)
Subject:	RE: Chinook1.5 Rollout

Hi Kevin,

Not a problem, makes sense for it to go through DGOs.

Thanks,

Robin Rushton
(she/her/elle)

Assistant Director – INOM, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Robin-Leah.Rushton@cic.gc.ca
Telework: M-F 7-3pm (EDT)

Directrice adjointe - RIOM, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Robin-Leah.Rushton@cic.gc.ca
Télétravail: L-V 7-15h (HAE)

From: Harrison.Kevin
Sent: Wednesday, September 8, 2021 4:21 PM
To: Hillier.Marilyn ; Wong.Mark ; Rushton.Robin-Leah
Cc: CN HQ TR / RT AC RC (IRCC) ; IN INOM / OMRI RI (IRCC)
Subject: FYI: Chinook1.5 Rollout

Good afternoon folks,

I know I've mentioned to both groups included on this message that I'd be reaching out to discuss a roll-out plan for Chinook 1.5 within the processing networks. Just wanted to give you a heads up that a message has been drafted but Journey Lab management wants it to go to CN and IN DGOs rather than CN TR group and INOM. With that in mind it'll have to be translated before being sent and whatnot. I've asked that both of your groups be copied when it does go out, I just wanted to give you a heads up that it won't be coming quite as soon as I was hoping.

As an FYI though, basically what the message will be asking for is for each network to provide an ordered list of what offices they think would be best to start rolling out to, a contact within those offices, and any consideration that should be kept in mind related to those offices. Once we receive responses we'll then begin to put together a roll out plan.

Sorry for the delay,

Kevin Harrison

s.16(2)

Scrum Master, Transformation, PSM, PSPO
Immigration, Refugees and Citizenship Canada / Government of Canada
Kevin.Harrison@cic.gc.ca / Tel:

Chef de mêlée, Transformation, PSM, PSPO
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Kevin.Harrison@cic.gc.ca / Tél.:

s.17

Arnal.Maria

From:
Sent: August 16, 2021 11:15 AM
To: Rushton.Robin-Leah
Cc: IN Chinook / Chinook RI (IRCC); Wong.Mark
Subject: Re: Confirming Mod Lead - Chinook Mod 3 & Mod 3+

We will discuss in 15

> On Aug 16, 2021, at 7:50 AM, Rushton.Robin-Leah wrote:
>
> Does this still need approving? I know Donna is away.
> Robin Rushton
> (she/her/elle)
>
> Assistant Director – INOM, International Network
> Immigration, Refugees and Citizenship Canada / Government of Canada
> Robin-Leah.Rushton@cic.gc.ca
> *Telework: M-F 7-3pm (EDT)*
>
> Directrice adjointe - RIOM, Réseau international
> Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
> Robin-Leah.Rushton@cic.gc.ca
> *Télétravail: L-V 7-15h (HAE)*
>
> **From:** IN Chinook / Chinook RI (IRCC)
> **Sent:** Friday, August 13, 2021 7:24 AM
> **To** Wong.Mark
> **Cc:** Rushton.Robin-Leah ; IN Chinook / Chinook RI (IRCC)
> **Subject:** RE: Confirming Mod Lead - Chinook Mod 3 & Mod 3+
> Update –
> Ray did clarify and suggests he continue as lead and recommends keeping as well if India is willing. Therefore keeping two mod Leads for Chinook Mod 3 and Chinook +.
> Please advise who will reach out to to seek approval.
> Donna Hickey
> IN Chinook
>
> **From:**
> **Sent:** August 10, 2021 12:40 PM
> **To:** Browse IN Chinook / Chinook RI (IRCC) Files...; Browse Wong.Mark Files...
> **Cc:** Browse Rushton.Robin-Leah Files...
> **Subject:** RE: Confirming Mod Lead - Chinook Mod 3 & Mod 3+
> Yes. Thanks. Please make sure to share the info about India/South Asia.
> Cheers,
>
> **From:** IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
> **Sent:** Tuesday, August 10, 2021 12:39 PM
> **To:** @cic.gc.ca>; Wong.Mark <Mark.Wong@cic.gc.ca>

Cc: Rushton.Robin-Leah <Robin-Leah.Rushton@cic.gc.ca>
Subject: RE: Confirming Mod Lead - Chinook Mod 3 & Mod 3+
This is confirming was part of the Mod 3 and Chinook+ Leads with Ray. There was always the 3 contacts for these Modules. Image below from IN Chinook contact sheet.

Module 3	Decision Maker	Shanghai Mission Raymond Gillis	SHNGIIM@international.gc.ca Raymond.Gillis@international.gc.ca @international.gc.ca
Chinook +		Shanghai Mission Raymond Gillis	SHNGIIM@international.gc.ca Raymond.Gillis@international.gc.ca @international.gc.ca

I will check back with Ray to clarify his statements.
Thanks again.
Donna Hickey
IN Chinook

From:
Sent: August 10, 2021 12:30 PM
To: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>; Wong.Mark <Mark.Wong@cic.gc.ca>
Cc: Rushton.Robin-Leah <Robin-Leah.Rushton@cic.gc.ca>
Subject: RE: Confirming Mod Lead - Chinook Mod 3 & Mod 3+
Andie and I thought it was just Ray. Can you confirm was officially in that role? We will need Ray to confirm if he is suggesting this moves with and they will be a tandem. Inform him we can discuss this with but based on capacity issues in that region, India has been unable to provide support in innovation initiatives. It is also likely that should new CBS arrive, the expectation is to have all hands on deck to tackle backlog along with border reopening.
Cc: me please
Thanks,

From: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Sent: Tuesday, August 10, 2021 12:21 PM
To: @cic.gc.ca>; Wong.Mark <Mark.Wong@cic.gc.ca>
Cc: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Subject: RE: Confirming Mod Lead - Chinook Mod 3 & Mod 3+
Mode Leads for MOD 3 and Chinook+ are......... Mission Shanghai, Ray and responded to all error reports and issues. I understand that he suggests it move with but the AD in India would need to be engaged to agree. There needs to be a discussion at that level.
Donna Hickey
IN Chinook

From:
Sent: August 10, 2021 10:54 AM
To: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>; Wong.Mark <Mark.Wong@cic.gc.ca>
Subject: RE: Confirming Mod Lead - Chinook Mod 3 & Mod 3+
But was never a Mod lead. Can you clarify if Ray is suggesting that takes on a mod lead role?

From: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Sent: Tuesday, August 10, 2021 10:11 AM
To: ; Wong.Mark <Mark.Wong@cic.gc.ca>

Cc: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Subject: FW: Confirming Mod Lead - Chinook Mod 3 & Mod 3+
Hi & Mark,
I followed–up on confirming Module 3 Lead. Rays response below.
He can remain in the role. is posting to New Delhi soon (August 12). Ray suggests raising with the AD's office to have India take a leadership role with Chinook.
How do you wish to move forward?
Donna Hickey
IN Chinook

From: Gillis.Raymond
Sent: August 9, 2021 8:35 PM
To: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Subject: RE: Confirming Mod Lead - Chinook Mod 3 & Mod 3+
Hi Donna,
I can remain in the role. I is with New Delhi soon and I think it would be a great opportunity to have the India Network take on a leadership role with Chinook as well. It might be something that can be raised with the AD's office. Something that can be explored perhaps? There are currently only 2 CBS in Shanghai at the moment, so not really in a place to offer up anyone else.
Ray

From: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Sent: August 9, 2021 10:06 PM
To: Mission-Shanghai <Mission-Shanghai@cic.gc.ca>; Gillis, Raymond -SHNGI -IM <Raymond.Gillis@international.gc.ca>
Cc: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Subject: Confirming Mod Lead - Chinook Mod 3 & Mod 3+
Hi Ray,
I hope this email finds you well.
Touching base to enquire if you will remain the Chinook 1.0 Mod 3 & Mod 3+ lead for the upcoming year.
has advised that he will be posting out as of August 12th onward to Manila.
Do you see the role staying with yourself at Shanghai with and alternate representative to replace ?
Thanks again,
Donna Hickey
IN Chinook

Arnal.Maria

From: RROCSRU / CORRUSR (IRCC)
Sent: August 3, 2021 3:54 PM
To: Daponte.Andie; Fernandez.Alexis; Rushton.Robin-Leah
Cc: Sehgal.Tarandeep; IN Chinook / Chinook RI (IRCC)
Subject: [redacted]

Hey Andie,

We are looking into the request below.

Cheers,

Cole Schneider

Senior Policy and Program Advisor – RROC, Statistics and Reporting Unit, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Cole.Schneider@cic.gc.ca / ***Telework: 9am to 5pm EST

Conseiller principal en politique et programmes – RROC, Unité des statistiques et des rapports, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Cole.Schneider@cic.gc.ca / ***Télétravail: 9h à 17h HNE

From: Daponte.Andie
Sent: August 3, 2021 1:14 PM
To: Fernandez.Alexis ; Rushton.Robin-Leah ; Schneider.Cole
Cc: Sehgal.Tarandeep ; IN Chinook / Chinook RI (IRCC)
Subject: [redacted]

Hey Cole,

Could you see below? I think your team is responsible for the RROC folders in Answers. Are you able to edit permissions for Alexis?

Thanks,

Andie Daponte

Director, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Andie.Daponte@cic.gc.ca / Tel: [redacted] Teleworking
Telework hours: Monday to Friday 7:30 – 3:30 EST
Your Mental Health and Well-Being are important – Take care of yourself

Directeur, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Andie.Daponte@cic.gc.ca / Tél.: [redacted] 'eletravail
heures: lundi – vendredi 07h30 – 15h30 EST
Votre santé mentale et votre bien-être sont importants - Prenez soin de vous

s.16(2)(c)

s.16(1)(c)

From: Fernandez.Alexis
Sent: Tuesday, August 3, 2021 2:26 PM
To: Rushton.Robin-Leah ; Daponte.Andie
Cc: Sehgal.Tarandeep ; IN Chinook / Chinook RI (IRCC)
Subject: [redacted]

Hi all,

Adapting the current CEC Mod1 for use at RROC's COPR Renewal Phase 4 and DN West's request should be fairly easy (expanding inventory by primary office and LOB), but I need to be able to duplicate and save the edited answers queries in the [redacted] in GCMS Answers [redacted]

I was hoping Pierre Olivier would be able to amend permissions to the folders and queries, but I think he had a lot on his plate and I don't think he is in this week.

Would I need to amend my GCMS user account to gain edit permissions to the shared folder?

Alexis Fernandez

INOM, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Alexis.Fernandez@cic.gc.ca / Tel: 780-619-8546
Telework: Monday to Friday 8:00 – 4:00 pm MST

OMRI, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Alexis.Fernandez@cic.gc.ca / Tél.: 780-619-8546
Télétravail: lundi – vendredi 8h – 16h HNR

Arnal.Maria

From:	Daponte.Andie
Sent:	September 17, 2021 8:30 AM
To:	Rushton.Robin-Leah
Cc:	IN Chinook / Chinook RI (IRCC); Wong.Mark
Subject:	RE: Due COB Friday Sept. 17: Input needed TRV Digital Journey Lab – Chinook 1.5 new roll-out plan

Didn't even see this until now. I have a list of all missions up at the moment, so can this think through a bit and highlight some names.

Could we chat briefly at 9:30, maybe just 15 mins to confirm and get the tasking completed. I'll send you some thoughts in advance.

Andie Daponte

Director, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Andie.Daponte@cic.gc.ca / Tel: Teleworking
Telework hours: Monday to Friday 7:30 – 3:30 EST
Your Mental Health and Well-Being are important – Take care of yourself

Directeur, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Andie.Daponte@cic.gc.ca / Tél.: Teletravail
heures: lundi – vendredi 07h30 – 15h30 EST
Votre santé mentale et votre bien-être sont importants - Prenez soin de vous

From: Rushton.Robin-Leah
Sent: Thursday, September 16, 2021 2:53 PM
To: Daponte.Andie
Cc: IN Chinook / Chinook RI (IRCC) ; Wong.Julia K
Subject: FW: Due COB Friday Sept. 17: Input needed TRV Digital Journey Lab – Chinook 1.5 new roll-out plan

Hey Andie,

Any initial thoughts on this roll-out piece? Which offices do we want to start with?

From: IN INOM / OMRI RI (IRCC) <IRCC.ININOM-OMRIRI.IRCC@cic.gc.ca>
Sent: Thursday, September 16, 2021 1:28 PM
To: IN DGO Mailbox / Boîte BDG RI (IRCC) <IRCC.INDGOMailbox-BoiteBDGRI.IRCC@cic.gc.ca>
Cc: Daponte.Andie <Andie.Daponte@cic.gc.ca>; Sehgal.Tarandeep <Tarandeep.Sehgal@cic.gc.ca>; Wong.Mark <Mark.Wong@cic.gc.ca>; IN INOM / OMRI RI (IRCC) <IRCC.ININOM-OMRIRI.IRCC@cic.gc.ca>; IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Subject: RE: Due COB Friday Sept. 17: Input needed TRV Digital Journey Lab – Chinook 1.5 new roll-out plan

Hi DGO,

Please ensure to cc' Tarandeep and I on all requests to INOM and Andie please and thanks.

We'll do our best to get back to you by tomorrow, but we may need to engage with the offices to confirm roll-out, contacts, etc. In speaking with Kevin at DJL, I was under the impression we'd have more time.

-----Original Appointment-----
From: IN DGO Mailbox / Boîte BDG RI (IRCC) <IRCC.INDGOMailbox-BoiteBDGRI.IRCC@cic.gc.ca>
Sent: Wednesday, September 15, 2021 3:18 PM
To: IN INOM / OMRI RI (IRCC); Daponte.Andie
Subject: Due COB Friday Sept. 17: Input needed TRV Digital Journey Lab – Chinook 1.5 new roll-out plan
When: Friday, September 17, 2021 12:00 AM to Saturday, September 18, 2021 12:00 AM (UTC-05:00) Eastern Time (US & Canada).
Where:

Hi Andie and INOM,

Please find below a tasking from Transformation. (Original email attached)

Transformation would like to seek your support as they work toward rolling out the cloud-based version of Chinook (currently being called Chinook 1.5) more broadly to processing offices:

- Please provide an ordered list of offices with whom we may seek additional users. The list should be representative of the diversity in your respective Network, indicate your preferred roll-out order, and include any other additional information that may be relevant for our planning purposes. Some things to keep in mind when considering your preferred order of roll-out include operational capacity, change readiness, and the potential impacts to the offices. This will help us define a first draft and we will engage with employees within your networks to continuously refine the plan as we move forward.

- Once the initial roll-out plan is defined, we will work with the office contacts to develop a list of users with whom we will initiate training and onboarding sessions. The goal is to start these sessions before end of September 2021 and to have them continue at regular intervals until all potential users are using the tool.

- In parallel, the Lab will continue to refine their tool based on ongoing feedback from users, and take the steps necessary to decommission legacy versions of Chinook.

TASKING: (please refer to attached email for complete instructions).
Please complete the table below with your respective list of offices, office contacts and associated considerations by **EOD September 17, 2021**

Officer Roll-out List by Networks

Order	Network	Office Name	Office Contact	Considerations
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

For more information around Chinook 1.5, please consult our FAQ's document.

Please let me know if you have any questions.

Thank you,

BRIAN VISSER

International Network | Réseau International
Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada
Government of Canada | Gouvernement du Canada

Arnal.Maria

From:	IN Chinook / Chinook RI (IRCC)
Sent:	September 23, 2021 10:00 AM
To:	Gagnon.Paul; IN Chinook / Chinook RI (IRCC)
Cc:	SIMB CP DWS / SED PM DGSGI (IRCC); Brian.Colin
Subject:	RE: EDW Access - Chinook Network Drive for DN

Hi Paul,

IN Chinook is now in discussion with DN regarding the access requirements needed. You can close this request from DN as they will be in prime contact with IN Chinook. When action is ready, IN Chinook will contact you.

Thank you.

Donna Hickey

Program Officer, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Donna.Hickey@cic.gc.ca / Tel: 613-437-7260

, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Donna.Hickey@cic.gc.ca / Tél.: 613-437-7260

From: Gagnon.Paul
Sent: September 14, 2021 1:34 PM
To: IN Chinook / Chinook RI (IRCC)
Cc: SIMB CP DWS / SED PM DGSGI (IRCC) ; Brian.Colin
Subject: FW: EDW Access - Chinook Network Drive for DN

Hi Donna,

It appears DN is working on Chinook tools and are wondering if access can be granted to the Chinook Drive.
Can I point them to you / Chinook Team to discuss and coordinate? Once access requirements are determined and approved then you can let me know.

Thanks,
Paul Gagnon
Senior Developer, Enterprise Data Warehouse, Digital Strategy Branch
Immigration, Refugees and Citizenship Canada / Government of Canada
Paul.Gagnon@cic.gc.ca / Tel: 613-437-5617 JETS B942

Développeur senior, l'entrepôt de données organisationnelles, Direction de la stratégie numérique
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Paul.Gagnon@cic.gc.ca / Tél.: 613-437-5617 JETS B942

From: SIMB CP DWS / SED PM DGSGI (IRCC) <IRCC.SIMBCPDWS-SEDPMDGSGI.IRCC@cic.gc.ca>
Sent: September 14, 2021 1:21 PM
To: Gagnon.Paul <Paul.Gagnon@cic.gc.ca>
Subject: FW: EDW Access

Hello Paul,

We received the email below requesting access to an EDW drive. Since they mentioned Chinook would you happen to know what they are referring to?

Thank you.

Enterprise Data Warehouse (EDW) / Entrepôt de données d'entreprise (EDE)
Digital Strategy Branch / Direction de la stratégie numérique
Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
H.B.

From: MacLean.Cody <Cody.MacLean@cic.gc.ca>
Sent: September 14, 2021 1:00 PM
To: SIMB CP DWS / SED PM DGSGI (IRCC) <IRCC.SIMBCPDWS-SEDPMDGSGI.IRCC@cic.gc.ca>
Cc: Taysi.Funda <Funda.Taysi@cic.gc.ca>; Kapell-Seguin.Elisha <Elisha.Kapell-Seguin@cic.gc.ca>; Glos.Adriana <Adriana.Glos@cic.gc.ca>
Subject: EDW Access

Good afternoon,

I am part of the Domestic Network Optimization team and we are looking to develop components of the Chinook tool for use in the DN. In order to accomplish this, we will need to request access to the EDW drive. Having not seen the structure of the EDW drive first hand, I would guess that we would be looking for access to certain folders as opposed to the entire drive.

Hoping you will be able to advise or direct us further.

Thank you,

Cody MacLean

A/Program Officer, Optimization
Domestic Network | Strategic Integration Division
Immigration, Refugees and Citizenship Canada / Government of Canada
Cody.MacLean@cic.gc.ca / Tel:

Officier de programme p/i, Optimisation
Réseau national | Division de l'intégration stratégique
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Cody.MacLean@cic.gc.ca / Tél.:

Arnal.Maria

From:	IN Chinook / Chinook RI (IRCC)
Sent:	August 31, 2021 8:16 AM
To:	Harrison.Kevin
Cc:	IN Chinook / Chinook RI (IRCC); Wong.Mark
Subject:	FW: Follow up - FW: New Refusal notes in Chinook
Categories:	Follow up

Hi Kevin,

Sending the below exchanges your way as I know Zal is busy on a priority file. Can you provide any additional details or requirements to what is tasked below from the original email of August 03.

Thanks again.

Donna Hickey

Program Officer, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Donna.Hickey@cic.gc.ca / Tel: 613-437-7260

, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Donna.Hickey@cic.gc.ca / Tél.: 613-437-7260

From: Karkaria.Zal
Sent: August 23, 2021 10:27 AM
To: Hickey.Donna
Cc: IN Chinook / Chinook RI (IRCC) ; Wong.Mark
Subject: RE: Follow up - FW: New Refusal notes in Chinook

Hi, I'll provide clearer instructions shortly.

Zal Karkaria
Assistant Director | Directeur Adjoint
Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada
Government of Canada | Gouvernement du Canada

From: Hickey.Donna <Donna.Hickey@cic.gc.ca>
Sent: August 23, 2021 10:20 AM
To: Karkaria.Zal <Zal.Karkaria@cic.gc.ca>
Cc: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>; Wong.Mark <Mark.Wong@cic.gc.ca>
Subject: FW: Follow up - FW: New Refusal notes in Chinook

Hi Zal,

Returning from vacation and seeking a reply to move this forward. Sorry if I might have missed your response.

Please advise. Thanks again.

Donna Hickey

Program Officer, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Donna.Hickey@cic.gc.ca / Tel: 613-437-7260

, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Donna.Hickey@cic.gc.ca / Tél.: 613-437-7260

From: Hickey.Donna **On Behalf Of** IN Chinook / Chinook RI (IRCC)
Sent: August 13, 2021 5:30 PM
To: Karkaria.Zal <Zal.Karkaria@cic.gc.ca>
Cc: [redacted]@cic.gc.ca>; Wong.Mark <Mark.Wong@cic.gc.ca>; Hickey.Donna <Donna.Hickey@cic.gc.ca>; IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Subject: FW: Follow up - FW: New Refusal notes in Chinook

Hi Zal,

The INOM Chinook Team ([redacted] & Mark) are requesting additional details to your request to IN Chinook.

- What is meant by creating the notes?
- We need to have the SMEs create these?

Please reply all to provide what is needed and expected.

Thank you for your further clarification to help us meet the tasking.

Donna Hickey

Program Officer, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Donna.Hickey@cic.gc.ca / Tel: 613-437-7260

, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Donna.Hickey@cic.gc.ca / Tél.: 613-437-7260

From: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Sent: August 13, 2021 7:21 AM
To: Wong.Mark <Mark.Wong@cic.gc.ca>
Cc: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Subject: Follow up - FW: New Refusal notes in Chinook

Good morning Mark,

Friendly follow up on this request received by IN Chinook from the Journey Lab.
Update please.
Thanks again.

Donna Hickey

Program Officer, International Network

Immigration, Refugees and Citizenship Canada / Government of Canada
Donna.Hickey@cic.gc.ca / Tel: 613-437-7260

, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Donna.Hickey@cic.gc.ca / Tél.: 613-437-7260

From: @cic.gc.ca>
Sent: August 5, 2021 4:54 PM
To: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>; Wong.Mark <Mark.Wong@cic.gc.ca>
Subject: RE: New Refusal notes in Chinook

Also, what does Zal mean by creating the notes? Maybe I will understand more when I get to see the doc

Mark --- would you mind reviewing please and then let me know what your thoughts are?

Thanks,

From: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Sent: Thursday, August 5, 2021 8:05 AM
To: Wong.Mark <Mark.Wong@cic.gc.ca>
Cc: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Subject: FW: New Refusal notes in Chinook

Hi and Mark,

See below a tasking received to IN Chinook by the Journey Lab. Can you advise what action is needed?

Thank you.

Donna Hickey
IN Chinook

From: Karkaria.Zal
Sent: August 3, 2021 11:28 AM
To: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Cc: Daponte.Andie <Andie.Daponte@cic.gc.ca>; Kavutse.Jean-Claude <Jean-Claude.Kavutse@cic.gc.ca>; Harrison.Kevin <Kevin.Harrison@cic.gc.ca>
Subject: New Refusal notes in Chinook

Hello,

We have new however we would like to have the notes text ready to go for when the release takes place.

We would appreciate your assistance in having these notes created by the appropriate SMEs and obtaining the necessary approvals.

Please let me know if you have any questions.

Thanks,
Zal

Zal Karkaria
Assistant Director | Directeur Adjoint
Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada
Government of Canada | Gouvernement du Canada

s.17

Arnal.Maria

From:
Sent: September 1, 2021 4:26 AM
To: IN Chinook / Chinook RI (IRCC)
Cc: @international.gc.ca
Subject: RE: Follow up - FW: Recommendation - Chinook Mod 1 Lead

Hi Donna
has agreed to take on the role, despite being fairly new to Chinook. It will be a learning opportunity and I will provide support ☺ It would be useful if can provide some handover.
Cheers

From: IN Chinook / Chinook RI (IRCC)
Sent: August 31, 2021 3:11 PM
To: IN Chinook / Chinook RI (IRCC) NROBI -IM
Subject: RE: Follow up - FW: Recommendation - Chinook Mod 1 Lead
Hi
Friendly follow up – When you have a chance to reply. If you have any candidates going into SSA region that would be a good fit to take on the role of the Chinook 1.0 Excel Mod 1 Lead.
Greatly appreciated.
Donna Hickey

Program Officer, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Donna.Hickey@cic.gc.ca / Tel: 613-437-7260

, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Donna.Hickey@cic.gc.ca / Tél.: 613-437-7260

From: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Sent: August 13, 2021 7:11 AM
To: @international.gc.ca>
Cc: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Subject: Follow up - FW: Recommendation - Chinook Mod 1 Lead
Hi
I hope things are well. Just a friendly follow up to see if you had any name to recommend for a Mod 1 Lead to replace

Greatly Appreciated.
Donna Hickey

Program Officer, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Donna.Hickey@cic.gc.ca / Tel: 613-437-7260

, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Donna.Hickey@cic.gc.ca / Tél.: 613-437-7260

From: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Sent: August 9, 2021 10:11 AM
To: @international.gc.ca>

Cc: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Subject: Recommendation - Chinook Mod 1 Lead

Hi

Andie has asked me to reach out to you to see if you have any candidates going into SSA region that would be a good fit to take on the role of the Chinook 1.0 Excel Mod 1 Lead.

Current Mod 1 Lead is in Ankara and she will be posting out this summer.

I look forward to your recommendation for a Mod 1 Lead.

Thanks again,
Donna Hickey
IN Chinook

s.16(2)(c)

s.17

s.16(2)

Arnal.Maria

From: Harrison.Kevin
Sent: August 4, 2021 1:38 PM
To: Karkaria.Zal; @international.gc.ca'; Daponte.Andie; Kalisz.Jacqueline; @international.gc.ca'; @international.gc.ca'; Par.Sunday; Moody.Reid; Lue.Brent; Hart.Dean; Rappaport.Bryan; Simic.Nikola; Gregorio-Thomas.Frangelico; Sehgal.Tarandeep; Rushton.Robin-Leah; Dagenais.Bobby; Dossani.Junaid; Taljit.Gary; Abdel-Malek.Reem; Cleyn.Joseph; Parkinson.Joshua; Turinov.Anna; @international.gc.ca'; Vandentillaart.Julie; Celestin.Jonathan; Fernandez.Alexis; Clack.Trevor; Davis.Ken; Dawdy.Rebecca; Groenke.Corey; Kavutse.Jean-Claude; Legault.Philippe; Sherman.Boris; Vanderpost.Sean; Clarke.Mecha
Cc: Dean.Patrick; Iatauro.Connie; Goldsby.Craig; IN Chinook / Chinook RI (IRCC); Hickey.Donna
Subject: RE: Follow-up Chinook 1.5 Sprint 17 Review - 2021/08/03

Good day,

This is a follow-up to the message below. If you have a moment to spare by the end of this week, your feedback would be greatly appreciated.

Regards,

Kevin Harrison

Scrum Master, Transformation, PSM, PSPO
Immigration, Refugees and Citizenship Canada / Government of Canada
Kevin.Harrison@cic.gc.ca / Tel:

Chef de mêlée, Transformation, PSM, PSPO
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Kevin.Harrison@cic.gc.ca / Tél.:

From: Harrison.Kevin
Sent: August 3, 2021 10:07 AM
To: ---
Cc: ---
Subject: Follow-up Chinook 1.5 Sprint 17 Review - 2021/08/03

Good day,

This message is a follow-up to the Chinook 1.5 Sprint Review and demo you attended (or were invited to attend) 2021/08/03. A short survey has been prepared to collect your feedback. We would be grateful if you could take a moment to fill out this survey using one of the links below. The information you provide will be used to help inform our future work.

English

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French:

Thanks in advance,

Bonjour,

Ce message est un suivi de la revue du sprint et de la démo de Chinook 1.5 à laquelle vous avez participé (ou avez été invité à participer) le 2021/08/03. Un court sondage a été préparé pour recueillir vos commentaires. Nous vous serions reconnaissants de bien vouloir prendre un moment pour remplir ce sondage en utilisant l'un des liens ci-dessous. Les informations que vous fournirez seront utilisées pour nous aider à orienter nos travaux futurs.

English:
French:

Merci à l'avance

Kevin Harrison

Scrum Master, Transformation, PSM, PSPO
Immigration, Refugees and Citizenship Canada / Government of Canada
Kevin.Harrison@cic.gc.ca / Tel:

Chef de mêlée, Transformation, PSM, PSPO
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Kevin.Harrison@cic.gc.ca / Tél.:

s.17

Arnal.Maria

From:
Sent: August 4, 2021 10:54 AM
To: IN Chinook / Chinook RI (IRCC); Wong.Mark
Subject: RE: For Review - Communication Chinook+ User manual

Very minor changes to the French text:

Veuillez transférer ce message à toute personne de votre région qui utilise Chinook+ Excel et lui fournir l'assistance nécessaire.

Chinook + version (4.8.39) Manuel de l'utilisateur

Manuel de l'utilisateur Chinook Mod+

Soutien :

Si vous avez besoin de soutien supplémentaire, veuillez envoyer un courriel à la boite Chinook RI (IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca).

From: IN Chinook / Chinook RI (IRCC)
Sent: Wednesday, August 4, 2021 10:49 AM
To: ; Wong.Mark
Cc: IN Chinook / Chinook RI (IRCC)
Subject: For Review - Communication Chinook+ User manual

Hi and Mark,

Andie requested this morning that IN Chinook resend to the Missions the Chinook+ User Manual.

Please read the draft communication attached.

With your approval I will send out.

Thanks

Arnal.Maria

From: IN Chinook / Chinook RI (IRCC)
Sent: August 6, 2021 4:33 PM
To: Karkaria.Zal
Cc: Vanderpost.Sean; IN Chinook / Chinook RI (IRCC)
Subject: For Review - Communication Piece - RE: Office upgrade
Attachments: Draft - Upgrades - Microsoft Office 2016 & Chinook 2016 version

Hi Zal,

Attached is the draft I prepared as requested. Please have a review and I welcome any feedback.

Thanks again,

Donna Hickey
IN Chinook

From: Karkaria.Zal
Sent: August 6, 2021 1:51 PM
To: IN Chinook / Chinook RI (IRCC)
Cc: Vanderpost.Sean
Subject: RE: Office upgrade

Hi Donna,

We can use the same link as in the update message that went out last week, just removing the 2013 – see below.

As the Connexion page explains, the issue is that the department as a whole is moving to Office 2016 as per the message. If users don't manually run the update by Aug 16, the system will force them to. They just have to remember to download the 2016 version of Chinook after they run the Office update.

The GAC network is already using 2016, so overseas users should be up to date – we should probably clarify this in the message: users at mission should not need to download anything and can probably ignore the message.

Set up Instructions:

You need to download the most recent version **Chinook+ Excel version 4.8.39** from the link below:

Chinook - Module 3- Viewer – office 2016

- http://gcdocs2.ci.gc.ca/otcs/cs.exe/link/389952820
  The MS Office 2016 release version of Chinook Module 3+ (currently version 4.8.39)

Zal Karkaria
Assistant Director | Directeur Adjoint
Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada
Government of Canada | Gouvernement du Canada

From: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Sent: August 6, 2021 11:33 AM
To: Karkaria.Zal <Zal.Karkaria@cic.gc.ca>
Cc: Vanderpost.Sean <Sean.Vanderpost@cic.gc.ca>
Subject: RE: Office upgrade

Seeking additional information in preparing the communication.

- Can you send me the Chinook files that require to be downloaded to ensure chinook operates in alignment with the Microsoft Office 2016 upgrade.
- Is there a timeline to have all users operating from Chinook 2016?

Last piece or pieces to include in communication.

Donna Hickey
IN Chinook

From: Karkaria.Zal
Sent: August 5, 2021 9:57 AM
To: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Cc: Vanderpost.Sean <Sean.Vanderpost@cic.gc.ca>
Subject: FW: Office upgrade

Hi Donna,

See below. We are going to need to send a message to Chinook users on the IRCC network to download the version of Office 2016 version of Chinook once they have performed the upgrade. Can you please draft something?

Thanks,
Zal

Zal Karkaria
Assistant Director | Directeur Adjoint
Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada
Government of Canada | Gouvernement du Canada

From: Vanderpost.Sean
Sent: August 3, 2021 10:13 AM
To: Karkaria.Zal <Zal.Karkaria@cic.gc.ca>
Subject: RE: Office upgrade

I believe the team answer to your email would be "yes, lets proactively send a message"

Sean Vanderpost

Consultant, ERP Programmer Analyst, Case Management
Immigration, Refugees and Citizenship Canada / Government of Canada
Sean.Vanderpost@cic.gc.ca / Tel: 613-437-8367

, Règlement des cas

Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Sean.Vanderpost@cic.gc.ca / Tél.: 613-437-8367

From: Karkaria.Zal
Sent: August 3, 2021 8:34 AM
To: Vanderpost.Sean <Sean.Vanderpost@cic.gc.ca>
Subject: Office upgrade

http://cicintranet.ci.gc.ca/connexion/announcements-annonces/2021/july/20210719a-eng.aspx

This announcement indicates a Network-wide upgrade to Office 2016. We should proactively send a message out to Chinook users advising them that they will have to download the 2016 version of Chinook once they have installed the upgrade?

Zal Karkaria
Assistant Director | Directeur Adjoint
Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada
Government of Canada | Gouvernement du Canada

Arnal.Maria

Sent: August 5, 2021 2:21 PM
Subject: Draft - Upgrades - Microsoft Office 2016 & Chinook 2016 version

ENGLISH ***FRANCAIS***

Pages 137 to / à 138

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Arnal.Maria

From:
Sent: August 10, 2021 9:20 AM
To: IN Chinook / Chinook RI (IRCC); Hickey.Donna; Wong.Mark
Subject: RE: For review & approval - RE: ATIP consultation 2A-2021-31144 - due COB Aug 3, 2021

Thanks, Donna!

From: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Sent: Tuesday, August 10, 2021 9:19 AM
To: (@cic.gc.ca>; Hickey.Donna <Donna.Hickey@cic.gc.ca>; Wong.Mark <Mark.Wong@cic.gc.ca>
Subject: RE: For review & approval - RE: ATIP consultation 2A-2021-31144 - due COB Aug 3, 2021

Response in orange below.

From:
Sent: August 10, 2021 8:59 AM
To: Hickey.Donna <Donna.Hickey@cic.gc.ca>; Wong.Mark <Mark.Wong@cic.gc.ca>
Cc: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Subject: RE: For review & approval - RE: ATIP consultation 2A-2021-31144 - due COB Aug 3, 2021

Thanks, Donna. My comments in red. Please confirm asap as I will discuss with Tarandeep at 9:30.

From: Hickey.Donna <Donna.Hickey@cic.gc.ca>
Sent: Tuesday, August 10, 2021 8:55 AM
To: @cic.gc.ca>; Wong.Mark <Mark.Wong@cic.gc.ca>
Cc: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Subject: For review & approval - RE: ATIP consultation 2A-2021-31144 - due COB Aug 3, 2021

Hi Mark and

Providing some comments to the questions received from ATIP.

Please review and if approved I will close the tasking.

1 – I don't see an issue with releasing the testing and roll out plan for Chinook. Let me know your thoughts. I am inclined to say no to this but will defer to T. Agree with your comments as this was [illegible]

2 – These are internal stats to further develop the tool (testing). This is the draft stages of Chinook and not the final product released Globally. Are you recommending release? [redacted]

3 - Section 16. 2 – Risk Profiles of specific caseloads could encourage fraud Are you recommending release? I would say no. [redacted]

4 – Okay to redact employees in Canada, yes please redact GCMS ID #, lastly the IN Chinook Mailbox address should be released. Will this then open up the Chinook e-mail address for further and specific ATIP requests? [redacted]

Donna Hickey

Program Officer, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Donna.Hickey@cic.gc.ca / Tel: 613-437-7260

, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Donna.Hickey@cic.gc.ca / Tél.: 613-437-7260

From: IN Access / Accès RI (IRCC)
Sent: August 9, 2021 11:37 AM
To: @cic.gc.ca>
Cc: Hickey.Donna <Donna.Hickey@cic.gc.ca>; IN Access / Accès RI (IRCC) <IRCC.INAccess-AccesRI.IRCC@cic.gc.ca>
Subject: RE: ATIP consultation 2A-2021-31144 - due COB Aug 3, 2021

Hello and Donna,

Thank you for the response.

I am still reviewing the file, but have three questions (hopefully quick responses). I have placed screenshots below, but also indicated the page numbers if you would prefer to look at the file.

P.99 – Given the document is 3 years old , do you know if the areas identified in Blue were completed and are ok to release?

<< OLE Object: Picture (Device Independent Bitmap) >>

<< OLE Object: Picture (Device Independent Bitmap) >>

Page 390 – One of the mission SME's redacted the below under section 22 – testing procedure. In order to apply this rational, the test or audit technique would need to be used again in the future or be ongoing. Do you know offhand, if this is the case or should I go back to the mission?

<< OLE Object: Picture (Device Independent Bitmap) >>

And lastly, Page 342

The below two lines were highlighted (by INOM), do you know what the rational is?

<< OLE Object: Picture (Device Independent Bitmap) >>

As well, we are unable to redact names of any public servants in Canada, so I am removing those highlights. I am however, going to attempt to redact the GCMS ID's of those people indicating that they may work on sensitive files. We also cannot redact the IN Chinook Email address as it has been released in other ATIP requests.

Thank you,
Sara Logan

ATIP Liaison Officer
International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Sara.Logan@cic.gc.ca / Telework :

Agente de liaison de l'AIPRP
Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Sara.Logan@cic.gc.ca / Telework :

From:
Sent: Monday, August 9, 2021 8:50 AM
To: IN Access / Accès RI (IRCC) <IRCC.INAccess-AccesRI.IRCC@cic.gc.ca>
Cc: Hickey.Donna <Donna.Hickey@cic.gc.ca>
Subject: FW: ATIP consultation 2A-2021-31144 - due COB Aug 3, 2021

Good morning IN Access colleagues,

Review is complete. Please see below and task to Carina Parnham, acting Senior Director for approval and signature.

Thanks,

A/Assistant Director, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
@cic.gc.ca / Tel:

Directeur adjoint, p.i., Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
@cic.gc.ca / Tél.:

From: Parnham.Carina <Carina.Parnham@cic.gc.ca>

Sent: Friday, August 6, 2021 4:34 PM
To: [redacted]@cic.gc.ca>
Cc: IN INOM / OMRI RI (IRCC) <IRCC.ININOM-OMRIRI.IRCC@cic.gc.ca>; Hickey.Donna <Donna.Hickey@cic.gc.ca>
Subject: RE: ATIP consultation 2A-2021-31144 - due COB Aug 3, 2021

Hello

I have reviewed and added a couple more edits, highlighting the reference to an RC Code, which indicates the office for referral of verifications, and re-saved. Is there also an ATIP form for sign-off?

Thanks,

Carina

Carina Parnham

Director, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Carina.Parnham@cic.gc.ca / Tel: [redacted]

Directrice, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Carina.Parnham@cic.gc.ca / Tél.: [redacted]

From: [redacted]
Sent: August 6, 2021 4:20 PM
To: Parnham.Carina <Carina.Parnham@cic.gc.ca>
Cc: IN INOM / OMRI RI (IRCC) <IRCC.ININOM-OMRIRI.IRCC@cic.gc.ca>; Hickey.Donna <Donna.Hickey@cic.gc.ca>
Subject: FW: ATIP consultation 2A-2021-31144 - due COB Aug 3, 2021

Hi Carina,

Sorry for this last-minute e-mail on a Friday afternoon. Sending for your approval.

Thanks,

From: Wong.Mark <Mark.Wong@cic.gc.ca>
Sent: Friday, August 6, 2021 4:16 PM
To: [redacted]@cic.gc.ca>; Hickey.Donna <Donna.Hickey@cic.gc.ca>
Cc: Rushton.Robin-Leah <Robin-Leah.Rushton@cic.gc.ca>; IN INOM / OMRI RI (IRCC) <IRCC.ININOM-OMRIRI.IRCC@cic.gc.ca>
Subject: RE: ATIP consultation 2A-2021-31144 - due COB Aug 3, 2021

Hi

I've added a couple of things into the GCDOCs link below. The few things that are missed are personal information (such as Andie and Pemi's names) and information related security screenings. Andie and Pemi's names were found in emails and documents that explained the history of Chinook. There are also a few personal information such as names and application numbers missed in screenshots.

2A-2021-31144

Thank you.

Mark Wong

Senior Program Advisor, INOM, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Mark.Wong@cic.gc.ca / Tel:

Conseiller principal en programmes, RIOM, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Mark.Wong@cic.gc.ca / Tél.:

From: Rushton.Robin-Leah
Sent: Tuesday, August 3, 2021 1:59 PM
To: Hickey.Donna <Donna.Hickey@cic.gc.ca>
Cc: Daponte.Andie <Andie.Daponte@cic.gc.ca>; IN INOM / OMRI RI (IRCC) <IRCC.ININOM-OMRIRI.IRCC@cic.gc.ca>; @cic.gc.ca>
Subject: RE: ATIP consultation 2A-2021-31144 - due COB Aug 3, 2021

Hey Donna,

Are you close to completion on this one? Andie wanted to read it today, as he is gone as of Thursday and may be in court all day tomorrow. I know you were close on Thursday!

Thanks,

Robin Rushton
(she/her/elle)

Assistant Director – INOM, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Robin-Leah.Rushton@cic.gc.ca
Telework: M-F 7-3pm (EDT)

Directrice adjointe - RIOM, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Robin-Leah.Rushton@cic.gc.ca
Télétravail: L-V 7-15h (HAE)

-----Original Appointment-----
From: IN Access / Accès RI (IRCC) <IRCC.INAccess-AccesRI.IRCC@cic.gc.ca>
Sent: Monday, July 26, 2021 3:14 PM
To: IN Access / Accès RI (IRCC); IN INOM / OMRI RI (IRCC), Rushton.Robin-Leah;

Hickey.Donna
Cc: Daponte.Andie
Subject: FW: ATIP consultation 2A-2021-31144 - due COB Aug 3, 2021
When: Tuesday, August 3, 2021 12:00 AM to Wednesday, August 4, 2021 12:00 AM (UTC-05:00) Eastern Time (US & Canada).
Where:

Sharing this ATIP as requested by Robin.

I will be completing the primary review for exemptions.

Donna Hickey

-----Original Appointment-----
From: IN Access / Accès RI (IRCC)
Sent: July 26, 2021 10:30 AM
To: IN Access / Accès RI (IRCC); Hickey.Donna
Cc: Daponte.Andie
Subject: ATIP consultation 2A-2021-31144 - due COB Aug 3, 2021
When: August 3, 2021 12:00 AM to August 4, 2021 12:00 AM (UTC-05:00) Eastern Time (US & Canada).
Where:

Note: I set the due date to Aug 3 so that I can task Andie the RAR with a due date of COB Aug 6. If you prefer, I can update this tasking to Aug 6 and also include a link to the RAR.

Hello Donna,

Per our email discussion last week, please find below all the responsive records in response to the following access request.

> "*AMENDED ON 17/06/2021: From January 1, 2018 to June 6, 2021 copy of the following documents relating to processing at visa offices located in Canada, China, India, and Turkey (specifically, but not limited to) as it relates to the use of (a) CHINOOK, (b) artificial intelligence (AI), and (c) other pre-screening mechanisms and processes for temporary and permanent residence applications. a) briefing notes/memo sent to Associate Deputy Minister, Deputy Minister and Minister; b) final versions of training materials; and c) final versions of internal and external policies. (please exclude Cabinet confidences and personal information)* "

All of the records have been merged into one document and placed at the below link:

2A-2021-31144

If you open the PDF and display "bookmarks", you will see and be able to jump to specific files. They are organized by mission.

Grateful if you could please review the records provided [1036 pages] for any exemptions or exclusions. Please **highlight** in YELLOW and submit **along with rationale** for all requested exemptions. Please submit your documents electronically, utilizing the highlighter and comments functions in Adobe.

Due: Please provide response by **COB Aug 3, 2021**.

Be sure to save your work frequently!

Thank you,

Sara Logan

ATIP Liaison Officer
International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Sara.Logan@cic.gc.ca / Telework :

Agente de liaison de l'AIPRP
Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Sara.Logan@cic.gc.ca / Telework :

Arnal.Maria

From: IN Chinook / Chinook RI (IRCC)
Sent: September 20, 2021 8:12 PM
To: gc.ca'; IN Chinook / Chinook RI (IRCC)
Cc: Asego.Lavin;
Subject: RE: Friendly follow up - RE: Ready for Testing -

Hi

Thank you for testing and providing feedback. The Developers have address and provided the reply:

- updated it to fix the issue with Filters clearing and the "Generate My List" not including the Received date filter (first point of feedback).
- As for the second point of feedback: " • Not particularly user friendly to have to double click on the "date received" text to enter the date since this is not a tab/drop-down (it is not intuitive). Of course, people would have instructions but if this is something that can be changed, it would likely help users."

This was the quickest way to implement the Date input without breaking the other filter functionality. In AAM filtering by Application Received Date will be available in a more user friendly way.

A release message will go out later today regarding the new functionality.

Donna Hickey

Program Officer, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Donna.Hickey@cic.gc.ca / Tel: 613-437-7260

, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Donna.Hickey@cic.gc.ca / Tél.: 613-437-7260

From: @international.gc.ca
Sent: September 16, 2021 8:42 AM
To: IN Chinook / Chinook RI (IRCC)
Cc:
Subject: RE: Friendly follow up - RE: Ready for Testing

Hi Donna,

We tested today in Nairobi. We noticed that it does filter when we enter the parameters listed below, however when we click "generate my list" it seems to erase the "greater than" parameter and gives an incorrect list of applications (from pre Sept 7 2021 inventory). Not sure whether we are missing something?

One other comment would be that it is not particularly user friendly to have to double click on the "date received" text to enter the date since this is not a tab/drop-down (it is not intuitive). Of course, people would have instructions but if this is something that can be changed, it would likely help users.

Thank you,

From: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Sent: September 16, 2021 4:10 AM
To: @international.gc.ca>, @international.gc.ca>
Cc @international.gc.ca>; IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Subject: Friendly follow up - RE: Ready for Testing -

Hi

Following up if you had the opportunity to test and/or see any issues.

Thanks

Donna Hickey

Program Officer, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Donna.Hickey@cic.gc.ca / Tel: 613-437-7260

, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Donna.Hickey@cic.gc.ca / Tél.: 613-437-7260

From: Hickey.Donna **On Behalf Of** IN Chinook / Chinook RI (IRCC)
Sent: September 14, 2021 9:48 AM
To: @international.gc.ca>; IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Cc: @international.gc.ca>; @international.gc.ca

Subject: Ready for Testing -
Importance: High

Hi

EDW was consulted and recommended not to change the data extracts/files, but rather have the Chinook "Application" calculate this field/value. The 'App Recd Date' is already included in the Mod 1 data extract so calculating is already possible without modifying the data extract.

Journey Lab Developers were then consulted and provided the below update to address this request.

Find here (GCDOCS link in the Chinook Development folder) the first pass on the Received Date filter.

s.16(1)(c)

s.16(2)(c)

s.17

Can you please test and comment by Wednesday (Sept 15) EOD. Then we will prepare the communication to all users that this function will be live in Chinook 1.0.

Thanks again.

Donna Hickey

Program Officer, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Donna.Hickey@cic.gc.ca / Tel: 613-437-7260

, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Donna.Hickey@cic.gc.ca / Tél.: 613-437-7260

From: @international.gc.ca>
Sent: September 2, 2021 6:18 AM
To: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Cc: @international.gc.ca> @international.gc.ca; Bishop.Keri <Keri.Bishop@cic.gc.ca>
Subject:
Importance: High

Good morning Chinook,

Unless things have changed recently, I believe that the instruction for TRVs post-Sept 7 is to process within 14 days, while the backlog is cleared at a slower pace.

In order for us to do this in Mod 1, we need a new data element as follows:

This is needed for Sept 7, so if we could have it moved forward urgently to EDW, that would be great.

Cheers

IRCC Area Director (Sub-Saharan Africa) | Directeur de zone (l'Afrique subsaharienne)

s.17

Minister-Counsellor (Migration) | Ministre-Conseiller (Migration)
High Commission of Canada | Haut-commissariat du Canada
Limuru Road, Gigiri, P.O. 1013-00621, Nairobi, Kenya
@international.gc.ca
Telephone | Téléphone : +254 0705-142-943/ DL 331-3400
Government of Canada | Gouvernement du Canada

s.16(2)

s.17

Arnal.Maria

From:	IN Chinook / Chinook RI (IRCC)
Sent:	August 6, 2021 11:35 AM
To:	Wong.Mark
Subject:	Heads Up - ATIP - FW: Chinook questions

Hi & Mark,

This is a heads up that ATIP will be reaching out to IN Chinook with questions related to what can be released. I will share with you once received.

Donna Hickey
IN Chinook

From: Hickey.Donna
Sent: August 6, 2021 11:06 AM
To: Logan.Sara
Cc: IN Chinook / Chinook RI (IRCC)
Subject: RE: Chinook questions

Thank you for this. Please direct them to the IN Chinook mailbox @ IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca

Donna Hickey

Program Officer, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Donna.Hickey@cic.gc.ca / Tel: 613-437-7260

, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Donna.Hickey@cic.gc.ca / Tél.: 613-437-7260

From: Logan.Sara
Sent: August 6, 2021 10:07 AM
To: Hickey.Donna ; Daponte.Andie
Subject: Chinook questions

Hello Donna,

I received an email from one of the Team Leads in ATIP. They have a few questions on Chinook as they have some conflicting information on what can be released/what should be exempt and would like to speak with a SME.

Should I provide your name or should I direct them to the IN Chinook inbox?

Thank you,
Sara Logan

ATIP Liaison Officer, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Sara.Logan@cic.gc.ca / Tel:

Agente de liaison de l'AIPRP, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Sara.Logan@cic.gc.ca / Tél.:

Arnal.Maria

From: IN Chinook / Chinook RI (IRCC)
Sent: September 17, 2021 11:06 AM
To: Rushton.Robin-Leah; Wong.Mark
Cc: IN Chinook / Chinook RI (IRCC)
Subject: IN Mission Input - Chinook 1.5 new roll-out plan
Attachments: IN Mission input - Chinook 1.5 new roll-out plan.docx

Hi Robin and Mark,

Completed the input following this mornings meeting as discussed.

Have a review and then please share with Kerri Bishop for consultation.

Let me know if anything further is required on my part.

Thanks again.

Donna Hickey

Program Officer, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Donna.Hickey@cic.gc.ca / Tel: 613-437-7260

, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Donna.Hickey@cic.gc.ca / Tél.: 613-437-7260

s.17

Officer Roll-out List by Networks					
Order	**Network**	**Geographic Area**	**Office Name**	**Office Contact**	**Considerations**
1	International Network	North Asia	Shanghai	MPM - Raymond Gillis Mod 3/4 Lead - Raymond Gillis	
2	International Network	North Europe	Warsaw	MPM - Tom Richter Area Expert - Bryan Rappaport	
3	International Network	Middle East	Abu Dhabi	MPM · Area Expert – [redacted]	
4	International Network	Sub-Saharan Africa	Nairobi	MPM - Mod 1 Lead - [redacted]	
5	International Network	Latin America and the Caribbean	Mexico	MPM - [redacted] Area Expert – Alyssa Frohberg	
6	International Network	South-East Asia and Oceania	Ho Chi Minh City	MPM - [redacted] Area Expert - TBD	
7	International Network	Southern Europe & the Magreb	Paris	MPM - Sophie Auger Area Expert – Joseph Law	
8	International Network	North Asia	Beijing	MPM - Area Expert - [redacted]	
9	International Network	Middle East	Ankara	MPM - Area Expert - [redacted]	
10	International Network	South-East Asia and Oceania	Manila	MPM - [redacted] Area Expert - TBD	
Alternate	International Network	*Latin America and the Caribbean*	*Bogota*	*MPM - Area Expert -* [redacted]	

Arnal.Maria

From: IN SPD / PPS RI (IRCC)
Sent: September 17, 2021 4:33 PM
To: IN SPD / PPS RI (IRCC); IRCC.F IN Area Directors / Directeurs de Zone RI F.IRCC; IRCC.F IN AD Advisors / Conseillers DZ RI F.IRCC; CIC-IR-IPMs-List; IRCC.F IN Directors / Directeur RI F.IRCC; IRCC.F IN RIC / RIC RI F.IRCC; IN INOM / OMRI RI (IRCC); IRCC.F IN RIO / RIO RI F.IRCC; Bourdeau.Antoine; McNair.Sean; Parnham.Carina; Francoeur.Sebastien; IRCC.F IN RIO / RIO RI F.IRCC; IN Chinook / Chinook RI (IRCC)
Subject: INPP/PTRI 17/09/2021

***Le français suit,*

Hello,

Please find below the IN Processing Plan. Please share the plans with your regions and work with your MPMs on applying the plan to your region.

As always, please continue to send your comments, questions and suggestions to IRCC.INSPD-PPSRI.IRCC@cic.gc.ca.

We look forward to continue working with you to ensure IN is set up for success as we move toward resumption.

IN Processing Plan – September 17 2021 ENG.docx
https://gcdocs2.ci.gc.ca/otcs/cs.exe/link/420693082

This week:

- The inventory of SP applications remains high. Please continue to push SP applications.
- TRV updates
- No updates for PR

Best regards,

Bonjour,

Veuillez trouver ci-dessous le plan de traitement du RI. Veuillez partager ce plan et travailler avec vos GPI pour sa mise en œuvre dans vos régions.

Comme toujours, veuillez continuer d'envoyer vos commentaires, questions et suggestions à IRCC.INSPD-PPSRI.IRCC@cic.gc.ca.

Nous continuerons de travailler étroitement avec vous pour garantir la réussite du RI, alors que nous progressons vers la reprise des activités.

Plan de traitement du RI – 17 septembre 2021 FRA.docx

https://gcdocs2.ci.gc.ca/otcs/cs.exe/link/420698647

Cette semaine:

- L'inventaire des demandes PE reste élevé. Veuillez continuer de les traiter.
- Mise à jour pour VRT
- Aucun changement du cote RP

Salutations distingués,

Davinder Manhas

Director, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Davinder.Manhas@cic.gc.ca / Tel: 613-437-9534

Directrice, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Davinder.Manhas@cic.gc.ca / Tél.: 613-437-9534

Strategic Planning and Delivery (RIC) – IN Processing Plan Update
Weekly Update – 2021-09-17

Key Processing Updates for IN this week:

- We are curious to know how your thoughts on the Processing Plan! What do you find useful, what is less useful, what more or less needs to be shared. Please provide us with any feedback or suggestions: we are always looking to improve the product!
- New items below in yellow

Permanent Resident:

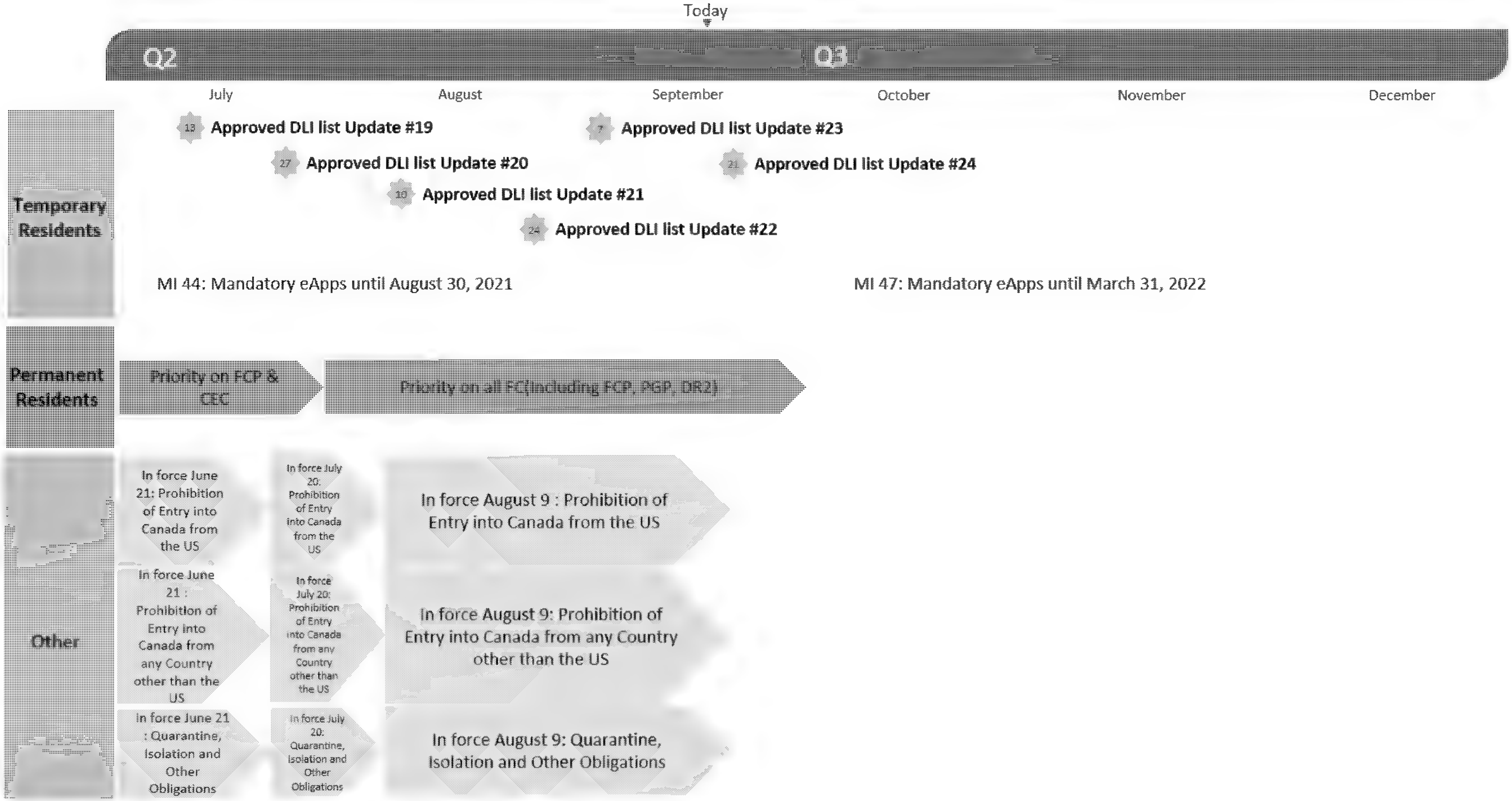
- We wanted to reaffirm how appreciative we are of the great work everyone has been doing on the FC front. In light of the diminishing inventory of untouched FCP pre-eligibility for some offices and at the request for directions from overseas missions, the priorities have now been updated:
    - Should there be no more untouched pre-eligibility FCP applications, PGP as well as DR and DR2 applications should be prioritized.
    - IN has completed their overseas economic targets, no additional final decisions should be made unless discussed with RIC.
    - **For offices that have applicants that are Afghan citizens in their caseload, whether they reside in Afghanistan or as temporary resident or as temporary resident in a third country, please prioritize these applications (FC or ECONOMIC).**
- We are approaching the FC target as a global target, so please dedicate all available capacity to processing your FC inventory to finalization. You are authorized to exceed individual mission targets and Quebec targets in the FC category. FC includes FCP, PGP and DR2

Temporary Resident:

- The inventory of SP applications remains high. Please continue to push SP applications.

IN Look Ahead

IN Look ahead



Temporary Residents

13 **Approved DLI list Update #19**

27 **Approved DLI list Update #20**

10 **Approved DLI list Update #21**

24 **Approved DLI list Update #22**

7 **Approved DLI list Update #23**

21 **Approved DLI list Update #24**

MI 44: Mandatory eApps until August 30, 2021

MI 47: Mandatory eApps until March 31, 2022

Permanent Residents

Priority on FCP & CEC

Priority on all FC(Including FCP, PGP, DR2)

Other

In force June 21: Prohibition of Entry into Canada from the US

In force July 20: Prohibition of Entry into Canada from the US

In force August 9 : Prohibition of Entry into Canada from the US

In force June 21 : Prohibition of Entry into Canada from any Country other than the US

In force July 20: Prohibition of Entry into Canada from any Country other than the US

In force August 9: Prohibition of Entry into Canada from any Country other than the US

In force June 21 : Quarantine, Isolation and Other Obligations

In force July 20: Quarantine, Isolation and Other Obligations

In force August 9: Quarantine, Isolation and Other Obligations

General Rules for all Lines of Business

A40 Delegation & Procedures

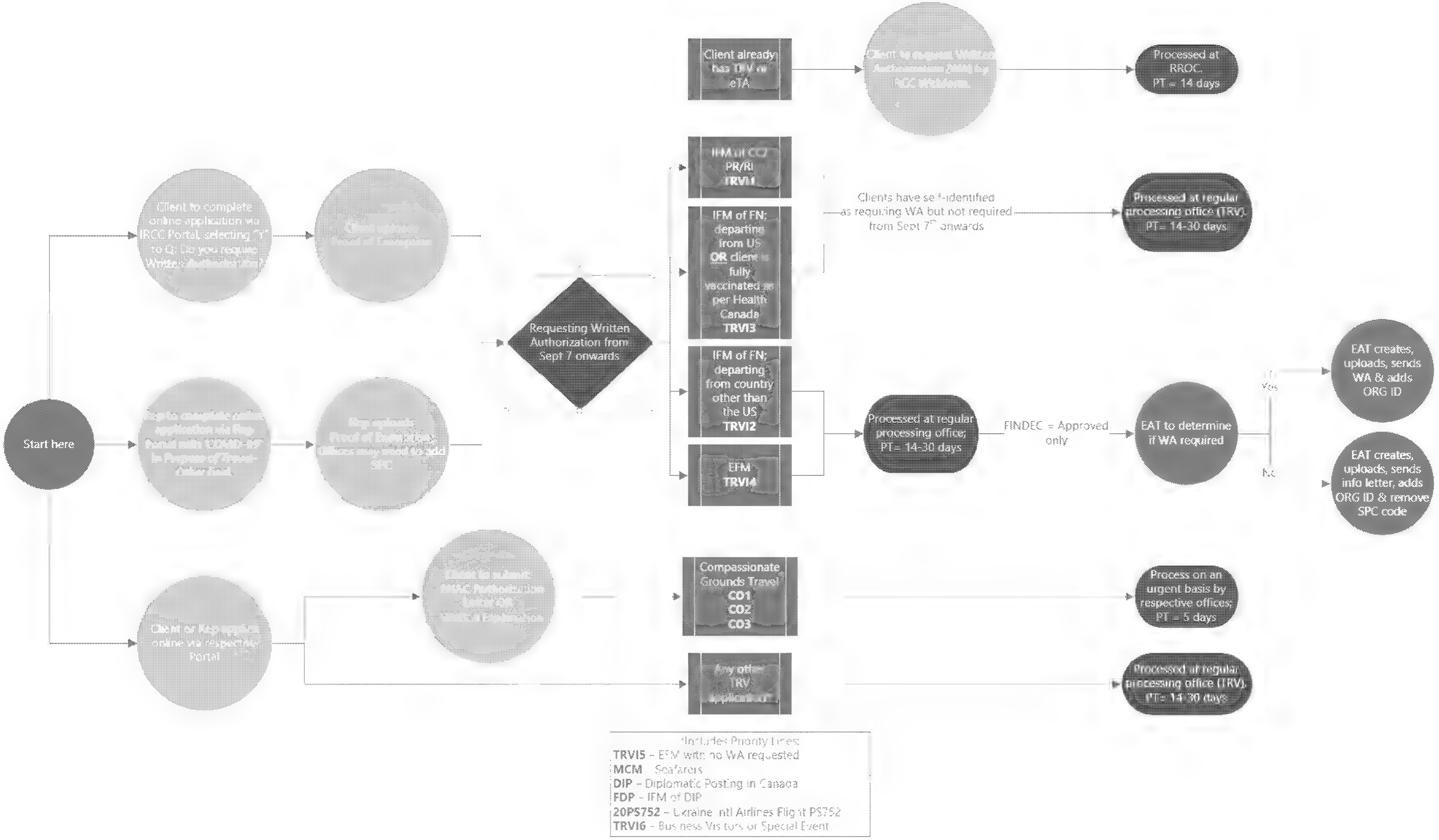
Access to GCMS – IMM All Office

Temporary Resident Processing (Updated September 17, 2021)

Travel under the OIC Exemptions (Updated July 2, 2021)

Temporary Resident Visa (Updated September 17, 2021)

TRV Process flow – as of September 7th, 2021



Start here

Client to complete online application via IRCC Portal, selecting "Y" to Q: Do you require Written Authorization?

Client uploads Proof of Exemption

Rep to complete online application via Rep Portal with "COVID-19" in Purpose of Travel-Other field

Rep uploads Proof of Exemption; Offices may need to add SPC

Client or Rep applies online via respective Portal

Client to submit IRCC Authorization Letter OR Medical Explanation

Requesting Written Authorization from Sept 7 onwards

Client already has TRV or eTA

Client to request Written Authorization (WA) by IRCC Webform.

Processed at RROC. PT = 14 days

IFM of CC/PR/RI **TRVI1**

IFM of FN; departing from US **OR** client is fully vaccinated as per Health Canada **TRVI3**

Clients have self-identified as requiring WA but not required from Sept 7th onwards

Processed at regular processing office (TRV). PT= 14-30 days

IFM of FN; departing from country other than the US **TRVI2**

EFM **TRVI4**

Processed at regular processing office; PT= 14-30 days

FINDEC = Approved only

EAT to determine if WA required

Yes

EAT creates, uploads, sends WA & adds ORG ID

No

EAT creates, uploads, sends info letter, adds ORG ID & remove SPC code

Compassionate Grounds Travel **CO1** **CO2** **CO3**

Process on an urgent basis by respective offices; PT = 5 days

Any other TRV application

Processed at regular processing office (TRV). PT= 14-30 days

Includes Priority Lines:
TRVI5 – EFM with no WA requested
MCM – Seafarers
DIP – Diplomatic Posting in Canada
FDP – IFM of DIP
20PS752 – Ukraine Intl Airlines Flight PS752
TRVI6 – Business Visitors or Special Event

eTA

Work Permits

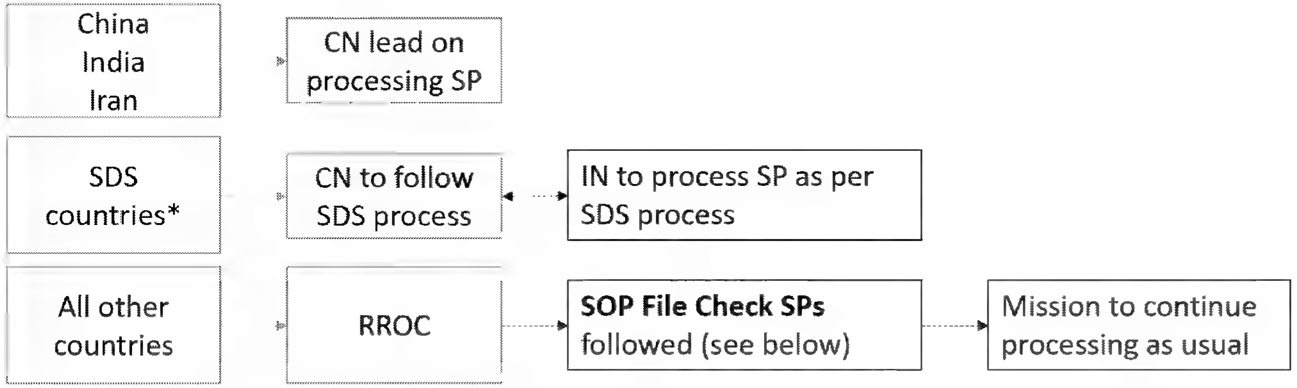
Study Permits (Updated September 17, 2021)

ABP – SP File Perfection effective July 19, 2021
SP applications continue to be received in eApp format worldwide. Effective July 19th, RROC will be performing SP File Perfection (aka file check or pre-check) for all IN SP intake, excluding China, India, Iran, and SDS. Shanghai will continue to prepare lists and prep files as needed for the RROC for the time being. In October, this process will be evaluated to determine whether or not to return this function to missions on November 1st or to continue to centralize this function.

This will leverage use of RROC staff and enable offices to focus on decision-making and other mission-specific tasks.

Until Mod1 rules can be updated to identify cases that have been perfected and ready for mission, RROC staff will enter a * in the Travel Doc/Passport Incoming Correspondence field for missions to query. The complete SOP for this activity is attached for reference.

The service standard will be 3 days after file promotion, and RROC will monitor intake and output to maintain this service standard.


China India Iran
CN lead on processing SP
SDS countries*
CN to follow SDS process
IN to process SP as per SDS process
All other countries
RROC
SOP File Check SPs followed (see below)
Mission to continue processing as usual

*Antigua and Barbuda
Brazil
Colombia
Costa Rica
Morocco
Pakistan
Peru
Philippines
St Vincent and the Grenadines
Senegal
Trinidad and Tobago
Vietnam

SOP File Check SPs.docx

Approved DLI list (Updated September 17, 2021)

New IRCC Portal – TR Dynamic eApp

TR Webform Enquiries

Permanent Resident Processing

OIC Update – Statuary declaration and travel authorization (Updated May 21, 2021)

Digitization (Updated June 25, 2021)

CoPR renewal project; Where to redirect client enquiries sent to Migration Offices (*updated July 16, 2021*)

Private Sponsored Refugees (PSR) – World University Service of Canada (WUSC)

Family Class Priority (FCP)

How to process PR applications in your office inventory, when *all applicants are in Canada* (Updated June 18, 2021)

How to process PR applications in your office inventory, when they are *overseas dependents with PA in Canada* (Updated April 1, 2021)

Procedure for the IN in regards to expired COPRs of overseas dependents of recently landed PRs

Expired CoPRs – Economic Class and Family Class (Updated April 1, 2021)

Issuing RFV letters for overseas dependents of Principal Applicants landed virtually in Canada (Updated April 16, 2021)

PRBIO code (Updated April 16, 2021)

Correcting virtual landings made in error (Updated May 14, 2021)

Updated Org IDs currently in use for tracking scanned and digitized PR files (Updated July 2, 2021)

Managing Targets and Priorities (Updated April 30, 2021)

FC+ and FC+ Transfers (Updated July 23, 2021)

The first 500+ FC+ Overseas files were transferred to missions last week after ABP administrative work was done on the files in Shanghai and Guangzhou. A small portion of these files were not digitized according to the SOPs. As a result, in the first few transfers, missions might see files where the edocs are loaded as "Submissions". These files are more difficult to work but the number is finite.

North Asia would also like to flag that the ABP administrative processes being tackled in the region are a work in progress so missions may see that some administrative steps have not been completed, particularly in the early transfers. In particular, files may have been transferred where information received by webform and captured in GCMS notes by the Client Services Centre have not been fully actioned so for these first transfers we would ask missions to double check information received via webform.

Documentation *(Updated September 17, 2021)*

Reference		
Temporary Residence - PDI Links • Coronavirus disease (COVID-19): Who can travel to Canada – Citizens, permanent residents, foreign nationals and refugees • Temporary resident visas (TRVs) • eTA • Study permit • Work permit • Measures in place for foreign nationals in the film and television industry • Public Policy Biometric Exemption for in-Canada TR applicants • Foreign nationals who are in Canada with a letter of introduction (LOI) after approval of a study or work permit application processed outside of Canada • Temporary residence: COVID-19 program delivery. • Temporary residents: Diplomatic and official visas • Temporary residents: Dual intent • Processing instructions – national interest (available internal only) • Temporary resident visas (TRVs): COVID-19 program delivery – Immigration medical examinations • Post-Graduation Work Permit Program (PGWPP): COVID-19 program delivery	**Permanent Residence - PDI Links** • Facilitative measures for paper-based Provincial Nominee Program (PNP) applications • Provincial Nominee Program (PNP) • Processing Provincial Nominee Program (PNP) applications received through the paper-based application process • Intake process for family class applications for parents and grandparents • Permanent residence: COVID-19 program delivery • Instructions to networks: Before finalizing the application • Non-Economic categories • Economic categories • Resettlement: COVID-19 program delivery • Adoptions by Expatriate Canadians	Global SOPs Current OICs Ministerial Instructions Travel Restriction Exemptions for Family Members – Cheat Sheet **Procedure for file transfers** Querying for File Transfers.docx **Digitization- Document grouping for digitized FCP OVS applications** FINAL Document ordering - FCP OVS. **EFM letter** Extended Family member - Authoriza **Background on the FC+ triage** http://gcdocs2.ci.gc.ca/otcs/cs.exe/link/398623104
TRV – Sept 7th onwards 1. Annotated PDI.docx	RIC – Weekly Stats PR Regional Report http://gcdocs2.ci.gc.ca/otcs/cs.exe/link/388539357	**International Students** Approved DLI List (Sep 21st)

2. Travel exemptions for fami 4. SOPs_TRVI2 and TRVI4 SPC processin	**TR Regional Report** http://gcdocs2.ci.gc.ca/otcs/cs.exe/link/389289318 Client support center Email response times chart (English only)	OIC -Confirmation of readiness.xlsx Operationalization of OIC Amendments – DRAFT October 15, 2020 http://gcdocs2.ci.gc.ca/otcs/cs.exe/link/379425878 **ISP – Functional Guidance Responses – Aug 13th** ISP - FG Responses - August 13 2021.pd **FAQs on Quarantine and Isolation for International Students** (Aug 13th) Quarantine and Isolation QA for Inte
CBSA Shift Briefings: Discretionary vs Non-discretionary Travel scenarios **For internal use only not for further distribution** Last update: Oct 23, 2020 2020_hq_ac_0326_and_2020_hq_ac_0326b Link is in the PDI as well: Non-optional and non-discretionary travel: COVID-19 program delivery	**Diplomats** IMPORTANT UDPATE from the Of	**Chinook Processing Reminder** Mod 3 Compulsory for all Refusal Notes **Files Dispatch rules** http://gcdocs2.ci.gc.ca/otcs/cs.exe/Overview/42736702

Planification stratégique et exécution (RIC) – Mise à jour du Plan de traitement de la RI
Semaine qui se termine : 2021-09-17

Priorités de la semaine :

- Nous voulons connaître votre opinion sur la Plan de traitement ! Qu'est-ce qui es utile, moins utile, que pouvons-nous ajouter? Veuillez nous faire parvenir vos suggestions : nous sommes toujours prêts à améliorer le document!
- Nouveaux ajouts en jaune

Résidence permanente :

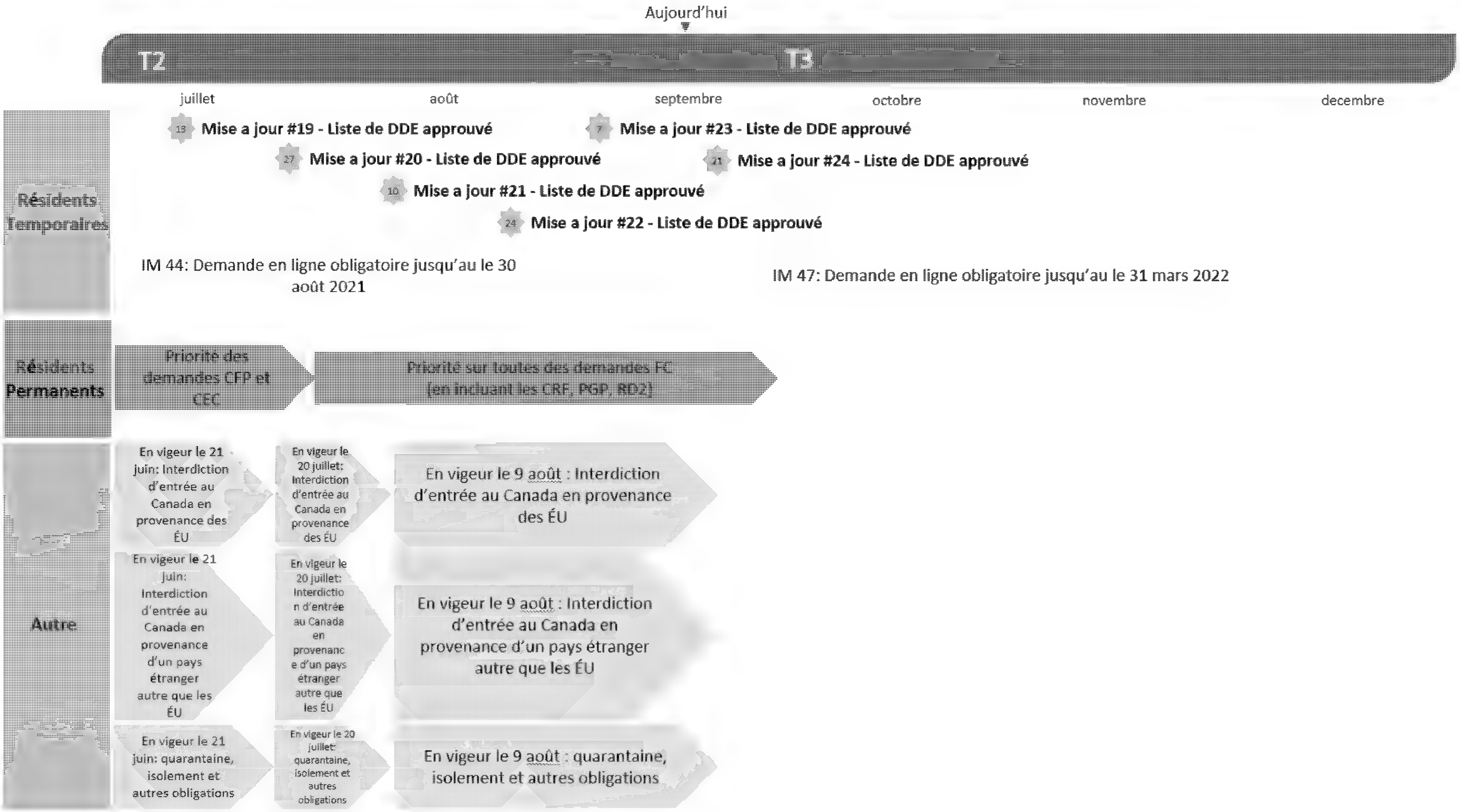
- Nous voulions réaffirmer à quel point nous apprécions l'excellent travail que tout le monde a fait sur le front du RF. À la lumière de la réduction de l'inventaire de pré-éligibilité au CRF pour certains bureaux et de la demande de directives des missions à l'étranger, les priorités ont été mises à jour :
  - Si tous les dossiers CRF a l'étape de pré-éligibilité ont été examinés, les dossiers PGP ainsi que RD et RD2 doivent être priorisés.
  - IN a atteint ses objectifs économiques à l'étranger, aucune décision finale supplémentaire ne doit être prise à moins d'en discuter avec le RIC.
  - **Pour les bureaux qui ont des dossiers ou les demandeurs sont citoyens afghans, tant s'ils résident en Afghanistan ou sont résidents temporaire dans un pays tiers, veuillez donner la priorité à ces applications (CF ou ÉCONOMIQUE).**
- Nous abordons la cible de la CF comme une cible globale, veuillez donc consacrer toute la capacité disponible au traitement de votre inventaire de la CF jusqu'à l'étape de la finalisation. Vous êtes autorisé à dépasser les objectifs de mission individuels et les objectifs de Québec dans la catégorie CF. CF comprend CFP, PGP et DR2.

Résidence temporaire :

- L'inventaire des demandes PE reste élevé. Veuillez continuer de les traiter.

RI vers l'avenir

RI vers l'avenir



Aujourd'hui

T2

T3

juillet

août

septembre

octobre

novembre

decembre

Résidents Temporaires

13 **Mise a jour #19 - Liste de DDE approuvé**

27 **Mise a jour #20 - Liste de DDE approuvé**

10 **Mise a jour #21 - Liste de DDE approuvé**

24 **Mise a jour #22 - Liste de DDE approuvé**

7 **Mise a jour #23 - Liste de DDE approuvé**

21 **Mise a jour #24 - Liste de DDE approuvé**

IM 44: Demande en ligne obligatoire jusqu'au le 30 août 2021

IM 47: Demande en ligne obligatoire jusqu'au le 31 mars 2022

Résidents Permanents

Priorité des demandes CFP et CEC

Priorité sur toutes des demandes FC (en incluant les CRF, PGP, RD2)

Autre

En vigeur le 21 juin: Interdiction d'entrée au Canada en provenance des ÉU

En vigeur le 20 juillet: Interdiction d'entrée au Canada en provenance des ÉU

En vigeur le 9 août : Interdiction d'entrée au Canada en provenance des ÉU

En vigeur le 21 juin: Interdiction d'entrée au Canada en provenance d'un pays étranger autre que les ÉU

En vigeur le 20 juillet: Interdiction d'entrée au Canada en provenance d'un pays étranger autre que les ÉU

En vigeur le 9 août : Interdiction d'entrée au Canada en provenance d'un pays étranger autre que les ÉU

En vigeur le 21 juin: quarantaine, isolement et autres obligations

En vigeur le 20 juillet: quarantaine, isolement et autres obligations

En vigeur le 9 août : quarantaine, isolement et autres obligations

Règles générales pour tous les secteurs d'activité

A40 délégation et procédures

En janvier 2021, les délégations de l'A40 ont été supprimées de *l'instrument de désignation et de délégation (IDD).*

- *NB : L' A40(2)(b) avait également été supprimée, cependant il a été confirmé qu'il s'agissait d'une erreur et la délégation sera réintégrée dans l'IDD.*

Instructions pour le RI: Les agents doivent continuer de référer les recommandations A40(2)(a) relatives aux fausses déclarations à leur chef d'unité pour qu'il prenne une décision dans un souci de cohérence à leur bureau ainsi qu'en accord avec les pouvoirs du SMGC.

Accès sur le SMGC – IMM Tous les bureaux

Certains bureaux ont posé des questions sur l'accès à '' **Demande tous les bureaux**'' dans le SMGC pour leurs agents.

RIC et BDG ont fourni une liste de tous les utilisateurs du SMGC ayant des responsabilités d'officier de visa et plus au service d'assistance informatique et ils ont ajouté ''**Demande tous les bureaux''** aux utilisateurs qui ne l'avaient pas déjà.

• **Demande tous les bureaux** (RP + RT + Autre) - Cet accès rendra possible la modification des données sur le rôle de l'utilisateur quel que soit le bureau principal ou secondaire de l'application lorsque le type de demande est égal à «RP», «RT» ou «Autre».

Comment demander cette responsabilité à l'avenir?

Demandez à votre coordonnateur de la sécurité de l'accès (CSA) de remplir le formulaire de demande d'un compte d'usager du SMGC et sous la section C, cochez la case «IMM Tous bureaux» lors de la création ou de la modification des comptes d'utilisateur.

INCLURE

- ✓ **IMM Tous bureaux**

Dans l'effort d'aligner les demandes de traitement à travers les différents bureaux, SVP vous référez aux PON Global (en Anglais seulement)

Traitement de la Résidence temporaire (Mise à jour le 17 septembre 2021)

Voyager sous les exemptions dans les décrets :

Consignes générales :

- Lettres de réunification familiale et d'autorisation : Les liens sont accessibles à partir des PDI (Restrictions de voyage Restrictions de voyage et regroupement familial) et sont toujours la version la plus à jour. La lettre autorise une entrée unique de 3 mois pour les ressortissants étrangers aux fins de réunification du dit ressortissant avec un membre de la famille immédiate au Canada.
- Le 30 novembre 2020, les mesures de restriction de voyage ont été mises à jour pour inclure un aide-mémoire – Exemptions des restrictions de voyage pour les membres de la famille a été incluse pour aider à clarifier les 3 différentes exemptions pour les membres de la famille et la définition des membres de la famille élargie a été mise à jour. Elle spécifie désormais que les deux parties dans un la relation amoureuse exclusive doit être âgée de 18 ans ou plus.
- Une lettre à l'exemption au titre de l'intérêt national : Si un bureau de traitement reçoit un cas qui ne correspond pas à une autre exemption de restriction de voyage et que le but du voyage était d'intérêt national pour le Canada, l'exemption au titre de l'intérêt national peut être envisagée. **Rappel,** ces demandes ne sont pas adressées au CORR, Suivez les instructions de l'IEP.

Le RROC prendra un rôle central par rapport au traitement de ces nouveaux types de demande et des demandes préexistantes. Nous demandons aux **missions d'arrêter le traitement des demandes d'amissibilité au voyage au Canada** qui devraient être acheminées au RROC par la boite centralisée et de poursuivre leur travail sur les autres priorités. Cela permettra d'éliminer un système à deux vitesses où les ressortissants peuvent magasiner les délais de traitement de leur réponse (quand une boite organisationnelles a déjà été désignée), d'arrêter la duplication de travail enter le RROC et les missions, et libérer les missions pour qu'elles poursuivent les autres priorités du plan.

- L'Agence de la santé publique du Canada sera le point de contact pour les ressortissants qui doivent obtenir une lettre pour motif humanitaire. Les clients doivent être référés à l'ASPC pour faire leur demande de voyage. Une fois la lettre émise (ou non), les détails seront partagés avec IRCC/RROC and le groupe intégré pour entrer les données dans SMGC. Le RROC traitera toute demande d'AVE ou VRT associée. Les missions peuvent être appelées à imprimer les vignettes.

Le RROC jouera aussi un rôle central pour toute communication des ressortissants souhaitant obtenir une lettre d'autorisation de voyage en tant que membre de la famille immédiate ou élargie. Les clients doivent être référés au site web d'IRCC pour toute information reliée aux documents requis et au contact. Le RROC prendra la décision si le ressortissant est reconnu comme membre de la famille immédiate ou élargie. Les demandes associées au ressortissant pourront être traitées directement s'il y a urgence. Les missions peuvent être appelées à imprimer les vignettes si possible. Les missions doivent aussi anticiper qu'elles seront appelées à donner des recommandations sur les documents civils et sur les indicateurs de risque pour les voyageurs potentiels.

Tel que mise en place le 8 octobre 2020, les Missions sont rappelées d'utiliser les " Org IDs" ci-dessous lors de l'émission des lettres MFÉ(EFM). Approuvé / refusé signifie que la demande de la dispense a été approuvée ou refusée, et non la décision finale sur le dossier (FINDEC).

Veuillez **cesser** d'utiliser l'ID d'organisation O263567290956 pour les applications RT concernant**:** les exemptions aux restrictions de voyage de Covid-19

O266348314262	Approved Family Reunification - IFM of a FN
O266348314393	Approved Family Reunification - EFM of a CC or PR
O266348314463	Approved PHAC Authorization - Compassionate Grounds exemption
O266348314503	Written Authorization Not Required - Travelling from USA
O266348314563	Written Authorization Not Required - IFM of CC or PR

O266348314613	Written Authorization Not Required - Other
O266348314633	Refused Family Reunification - IFM of a FN
O266348314653	Refused Family Reunification - EFM of a CC or PR
O266348314683	Refused Other exemption
O266348314713	Refused Incomplete
O266348314723	Refused Incorrect Channel
O266348314753	Refused PHAC Refusal
O266348314773	PHAC document integrity concerns

Les missions peuvent continuer à émettre des lettres d'exemption d'interdiction de voyage pour les membres de la famille immédiate dans certaines circonstances, par exemple lorsqu'ils font partie d'un groupe, comme les personnes à charge des PT / PE (c'est-à-dire qu'il n'est pas nécessaire de diviser le groupe et de référer les membres de la famille accompagnants au RROC). Veuillez utiliser les identifiants (ORG ID) ci-joint.

Visa de résidence temporaire: (Mise à jour le 17 septembre 2021)

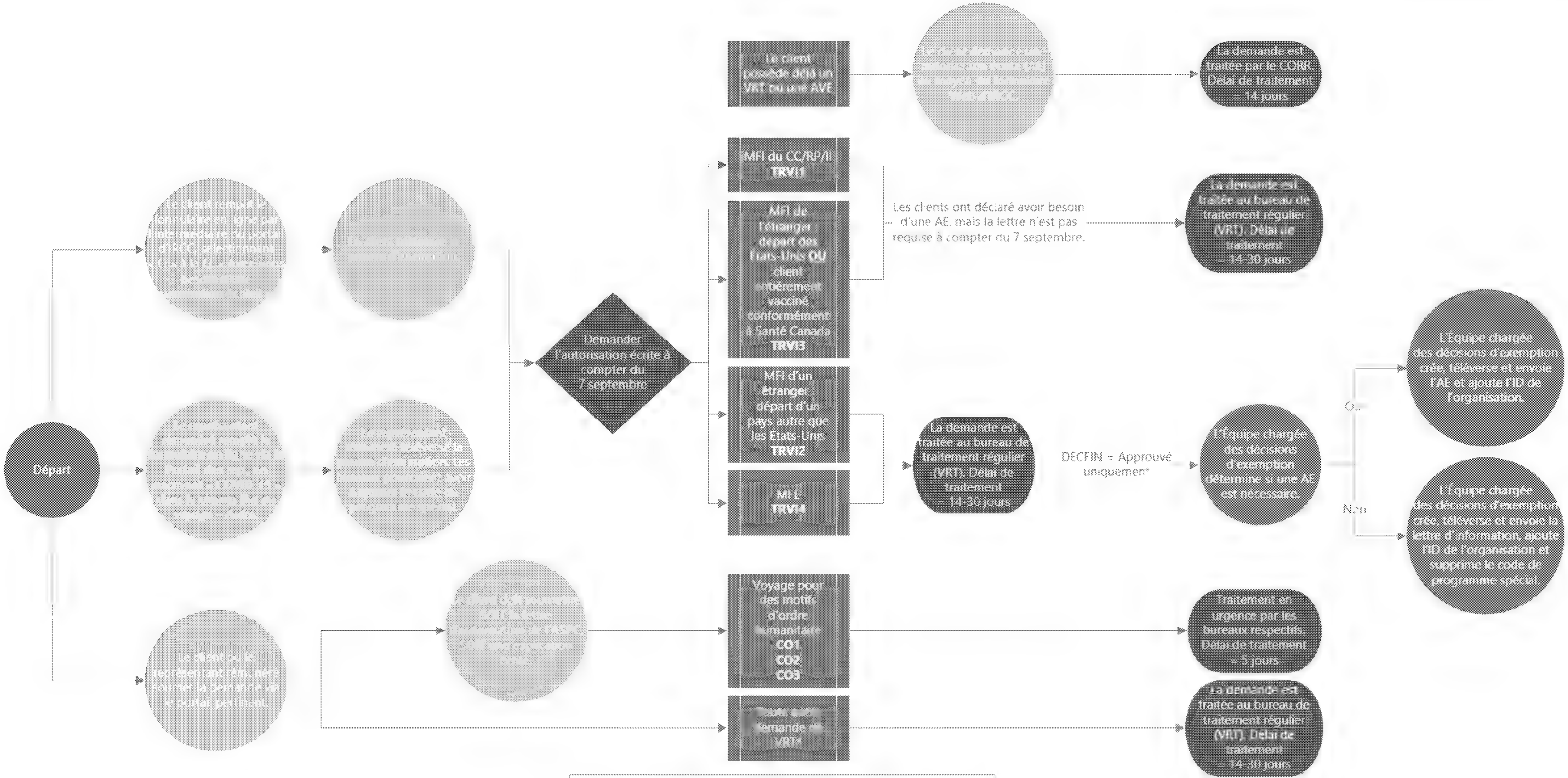
Consignes générales:

Le ministre a prorogé les instructions ministérielles (IM) relatives aux demandes de résidence temporaire jusqu'au 30 septembre 2021 où seules les demandes présentées en ligne pourront être reçues jusqu'à nouvel ordre. Des renseignements au sujet de cohortes de demandeurs étant exemptées de l'exigence de présenter une demande de VRT par voie électronique se trouvent sur la page suivante : Résidence temporaire : Exécution des programmes sur la COVID-19.

Tous les VRT et AVE approuvés recevront un courriel automatisé qui les informent des interdictions de voyage. Prière de voir la table résumé. (Seulement en anglais). Plus d'infos sont disponibles en bas de ce document, incluant les exemples de courriels envoyés aux clients.

Les demandes des marins reçues depuis le 1er avril 2020 à travers le réseau intégré (en tant que WX-1) doivent être associées à l'identité organisationnelle O266199512504 (ORG ID « Seafarers Processing during COVID») pour assurer le suivi précis de ces demandes. PON Global (en Anglais seulement)

L'organigramme VRT– dès le 7 septembre, 2021


Départ
Le client remplit le formulaire en ligne par l'intermédiaire du portail d'IRCC, sélectionnant « Oui » à la Q [illegible] besoin d'une autorisation écrite [illegible]
Le client sélectionne le [illegible] d'exemption.
Le représentant rémunéré remplit le formulaire en ligne via le Portail des rep., en [illegible] « COVID-19 » dans le champ [illegible] du voyage – Autre.
Le représentant rémunéré sélectionne la [illegible] d'exemption. Les bureaux pourraient avoir à ajouter le code de programme spécial.
Le client ou le représentant rémunéré soumet la demande via le portail pertinent.
Le client doit soumettre soit la lettre d'exemption de l'ASPC soit une explication écrite.
Demander l'autorisation écrite à compter du 7 septembre
Le client possède déjà un VRT ou une AVE
Le client demande une autorisation écrite (AE) au moyen du formulaire Web d'IRCC.
La demande est traitée par le CORR. Délai de traitement = 14 jours
MFI du CC/RP/II TRVI1
MFI de l'étranger : départ des États-Unis OU client entièrement vacciné conformément à Santé Canada TRVI3
Les clients ont déclaré avoir besoin d'une AE, mais la lettre n'est pas requise à compter du 7 septembre.
La demande est traitée au bureau de traitement régulier (VRT). Délai de traitement = 14-30 jours
MFI d'un étranger : départ d'un pays autre que les États-Unis TRVI2
MFE TRVI4
La demande est traitée au bureau de traitement régulier (VRT). Délai de traitement = 14-30 jours
DECFIN = Approuvé uniquement*
L'Équipe chargée des décisions d'exemption détermine si une AE est nécessaire.
Oui
L'Équipe chargée des décisions d'exemption crée, téléverse et envoie l'AE et ajoute l'ID de l'organisation.
Non
L'Équipe chargée des décisions d'exemption crée, téléverse et envoie la lettre d'information, ajoute l'ID de l'organisation et supprime le code de programme spécial.
Voyage pour des motifs d'ordre humanitaire CO1 CO2 CO3
Traitement en urgence par les bureaux respectifs. Délai de traitement = 5 jours
Toute autre demande de VRT*
La demande est traitée au bureau de traitement régulier (VRT). Délai de traitement = 14-30 jours

*Y compris les secteurs d'activité prioritaires
TRVI5 – MFE sans demande d'AE
MCM – Rejoindre un navire en tant que membre d'équipage (Marins)
DIP – Affectation diplomatique au Canada
FDP – MFI de diplomate
20PS752 – Vol PS752 de Ukraine International Airlines
TRVI6 – Visiteurs commerciaux ou événements spécial

AVE

Consignes générales: Les AVE font toujours l'objet d'un traitement automatique. Comme les VRT, le traitement manuel des demandes d'AVE qui sont redirigées vers les bureaux à l'étranger reprendra, dans la mesure du possible, pour mitiger les inventaires en croissance.

Note: Les clients qui veulent signaler que leur voyage rencontre les dispenses d'interdiction de voyage peuvent contacter CSO via le formulaire web. CSO décidera si les clients rencontrent l'exception afin d'émettre, au besoin, une lettre autorisant leur voyage.

Permis de travail:

Consignes générales: Il n'y a pas de restrictions selon l'interdiction de voyage de traiter les permis de travail. Par conséquent, le traitement des demandes de permis de travail se poursuit. Les missions se doivent de prioriser le traitement des demandes pour des NOC critiques. Ensuite, selon la capacité du bureau, les agents peuvent traiter les demandes avec des offres d'emplois qui sont toujours valides et dont toutes les exigences sont rencontrées.

Directives concernant les mesures spéciales visant à aider les résidents de Hong Kong à venir au Canada

Pour faciliter les voyages et l'entrée au Canada, les agents doivent délivrer une lettre d'exemption d'intérêt national à :

- tous les titulaires d'un passeport de la RAS de Hong Kong ou d'un BNO dont le permis de travail ouvert a été approuvé ;
- les membres de leur famille, quelle que soit leur nationalité, qui ont obtenu un permis de travail ouvert en vertu de la politique publique temporaire pour les récents diplômés de l'enseignement postsecondaire de Hong Kong.

Le CN était chargé d'envoyer toutes les lettres d'exemption d'intérêt national (LEIN) et les lettres de réunification familial (LRF) pour les mesures spéciales de Hong Kong (MSHK) pour TOUS les clients approuvés du **8 février au 27 juin inclus**, qui avaient été associées de manière appropriée à ORG O146333022163 (Politique publique de Hong Kong - Permis de travail ouvert) selon le IEP. HKONG est maintenant responsable de l'envoi des LEIN et des LRF deux fois par semaine pour TOUS les cas approuvés dans le monde **à partir du 28 juin** (moins les cas du réseau américain/les approbations intérieures, etc.)

Veuillez **accorder la priorité aux demandes liées à la CNP4011 - Professeurs/professeures et chargés/chargées de cours au niveau universitaire** y compris les boursières postdoctorales (non-essentiels, automne 2021) au cours de l'été. Ça correspond à la priorisation des PE.

Les demandes de PT des travailleurs de l'industrie de la télévision et du cinéma peuvent maintenant bénéficier du traitement prioritaire. Les clients doivent s'auto-identifier en envoyer un formulaire en ligne ; une fois confirmés comme faisant partie du groupe, leur délai de traitement est de 14 jours comme service standard prioritaire. Voir la section questions et réponses plus bas pour plus de détail ; voici le lien pour les IEP.

Les requérants de permis de travail ouverts (ci-inclus EIC) ou les requérants pour qui l'offre d'emploi n'est plus valide, au moment de voyager, risquent de ne pas pouvoir entrer au Canada. Dans ce contexte, les requérants reçoivent des informations pertinentes sur le voyage dans les lettres de notification automatiques. Du coup, le traitement de ces demandes peut se faire, si les ressources le permettent.

Les étrangers qui se trouvent au Canada et qui ont reçu une lettre de décision favorable sur leur PE ou PT traitée à l'étranger peuvent demander l'examen et la délivrance depuis le Canada en utilisant le formulaire Web d'IRCC. (Étrangers qui se trouvent au Canada en possession d'une lettre d'introduction après l'approbation d'une demande de permis d'études ou de travail traitée à l'étranger)

Les instructions sur l'exécution des programmes portant sur la double intention ont été mises à jour : une section portant expressément sur les époux et les conjoints de fait qui ont présenté une demande de résidence permanente depuis l'étranger en tant qu'époux ou conjoint de fait parrainé y a été ajoutée. Cette nouvelle section énonce divers facteurs que les agents peuvent prendre en considération quand ils évaluent la double intention pour cette catégorie de demandeurs, et en particulier les demandeurs qui ont également demandé un visa de résident temporaire.

Note: Bien que les demandes soient traitées selon des codes NOC de certains secteurs, **cela n'écarte pas** l'option pour un agent de prioriser une demande (si toutes les exigences sont rencontrées et que la capacité opérationnelle le permet) dans un cas de figure d'urgence de faire partir le travailleur au Canada afin d'effectuer des tâches essentielles durant la pandémie.

Expérience internationale Canada (EIC)

- Participants avec un LOI: EIC a introduit des mesures le 8 mai qui ont permis l'entrée au Canada aux demandeurs approuvés les candidats ayant une LOI valide et une offre d'emploi valide et à jour. Conformément au décret 32, les offres d'emploi n'ont pas besoin d'être dans une industrie essentielle. EIC a autorisé le courant de LOI de prolonger leurs lettres d'intention jusqu'à 12 mois au-delà de sa date d'expiration normale, par conséquent, les demandeurs peuvent attendre jusqu'à 24 mois pour activer leur permis de travail. Cette disposition permet à ceux qui peuvent sortir du programme de venir encore au Canada.

- Les clients ayant une demande en cours se verront offrir la possibilité de se retirer, afin qu'ils puissent participer plus tard lorsque les restrictions de voyage se soulagent, ou procéder à une décision, avec la compréhension que les restrictions de voyage demeurent en place. Cela permettra au programme de commencer sa saison 2021 sans arriéré.

- Pour les participants qui ont appliqué sous EIC catégories propres à l'employeur, les employeurs peuvent retirer leur offre d'emploi qui déclenchera un remboursement automatique, leur permettant de participer à nouveau à l'avenir. EIC s'est associé avec Organismes Reconnus (OR) qui permettent aux jeunes de nos pays partenaires de demander jusqu'à deux participations supplémentaires au-delà de ce qui est décrit dans nos accord sur la mobilité des jeunes. ORs demeurent une option pour ceux qui peuvent perdre leur EIC participation due à COVID-19.

SCM : La haute direction met actuellement l'accent sur les délais de traitement de la SMC. Bien que la SMC soit en grande partie un secteur d'activité du RC, les dossiers jugés complexes par le RC sont transférés aux missions pour un traitement ultérieur. Ces cas complexes ne feront pas l'objet d'un traitement prioritaire de 2 semaines. Cependant, ils doivent encore être finalisés aussi rapidement que possible. Il est rappelé aux missions d'exécuter des requêtes fréquentes pour les applications GSS qui ont été transférées au RI et de prendre les mesures nécessaires pour continuer à traiter ces demandes et finaliser lorsque cela est possible.

PPTPD: Le 27 janvier, une politique d'intérêt public temporaire est entrée en vigueur visant à faciliter la délivrance de permis de travail ouverts aux titulaires actuels de PPTPD avec des permis à expiration imminente et d'anciens titulaires de PPTPD, et ce pour une durée maximale de 18 mois. Le IEP a été mis à jour pour refléter cette nouvelle politique publique. Facilitation supplémentaire est prévue.

Dans des circonstances habituelles, tous les cours d'apprentissage à distance suivis à l'extérieur du Canada sont exclus en vue du calcul de la durée du permis de travail post diplôme, et 50 % des cours de l'étudiant doivent être suivis au Canada et en personne. Les changements de politique temporaires ont été apportés afin de mieux répondre aux besoins des étudiants étrangers admissibles qui ont terminé des études à distance au Canada ou à l'étranger.

Permis d'études (Mise à jour le 17 septembre 2021)

Vérification des fichiers SP (également appelée vérification des fichiers ou pré-vérification)

Liste EED approuvé (Mise à jour le 17 septembre 2021)

Nouveau portail d'IRCC - application de demande de RT en ligne

- IRCC a développé le nouveau portail d'IRCC là où fut lancée l'application de demande de RT en ligne le 26 novembre 2020 pour certains clients demandant un VRT. Dès le 23 février 2021, les clients peuvent aussi demander un permis d'étude de l'extérieur du Canada via ce nouveau portail. 60% des demandes VRT et EP sont maintenant soumises dans le portail d'IRCC avec la nouvelle demande en ligne RT
- Le nouveau portail d'IRCC **n'est pas lié** au compte sécurisé d'IRCC. Donc, **il n'est pas possible de lier une demande** soumise via le nouveau portail d'IRCC au compte sécurisé d'IRCC (ou vice-versa).
- Si un client veut vérifier l'état d'une demande soumise dans le portail d'IRCC, il faut :
  - Se connecter au portail d'IRCC, aller à la section *Voir mes demandes soumis*, et cliquer sur le lien *Vérifier l'état de ma demande* de la demande en question
- Le OPI a confirmé que la fonctionnalité de document supplémentaire dans le portail IRCC et les lettres de demande associées dans GCMS ont été ajoutées avec succès le 15 juillet.
  - Les nouvelles lettres (versions anglais et français) se trouvent à l'endroit suivant: T:\Templates-Modèles\GCMS Templates - Modèles SMGC\Temporary Residents - Résidents temporaires\Request letter - IRCC Portal FRA
- Une analyse des documents supplémentaires demandés jusqu'ici via le portail d'IRCC a montré que :
  - Certains documents sont liés à l'exécution des programmes sur la COVID-19 (par exemple : itinéraires de voyage, preuve d'une relation avec un citoyen canadien pour une exemption de voyage)
  - Certains documents sont demandés inutilement, peut-être à cause d'un déficit de formation (par exemple : les formulaires IMM1294 et IMM5257, Annexe 1). Révisez ce courriel pour apprendre où se trouvent des renseignements fournis dans la demande en ligne RT :
    - Nouvelle demande en ligne RT - New TR

Formulaires Web RT

Seuls les formulaires Web RT soumis au RI pour la charge de travail du RC (Ankara, réseau des É-U, Chine, Inde, y compris VDE pour les Philippines et le Vietnam) doivent être transmis à IRCC.TREnquiries-RenseignementRT.IRCC@cic.gc.ca.

Toutes les autres demandes doivent être redirigées selon la liste de contacts mise à jour sur la page Connexion du RI: http://cicintranet.ci.gc.ca/connexion/ir-ri/index-fra.aspx.

Traitement de la Résidence permanente

Mise à jour du décret : Déclaration solennelle/Autorisation de voyage (Mise à jour le 21 mai 2021)

Le 21 mai, les décrets ont été reconduits et comprennent maintenant une modification technique pour IRCC et les exemptions de voyage. Les clients qui détiennent un CDRP de la classe Famille ou d'un RD et qui sont des MFE (CFE, FC4-grands-parents et personnes à charge à la date déterminante - locked in over-age dependants) d'un CC / RP / RI n'auront plus besoin d'une déclaration pour voyager au canada. Les bureaux de traitement doivent encore émettre des lettres MFE pour faciliter le voyage et l'établissement sans avoir besoin d'une demande du client ou de documents supplémentaires.

- ***Éclaircissement*** : Veuillez noter que ces clients sont toujours tenus de présenter une lettre d'autorisation de voyage en plus de leur CRP et de leur visa autocollant afin de voyager au Canada. La modification technique a **seulement** supprimé l'obligation pour le demandeur de fournir une déclaration solennelle afin d'obtenir une lettre d'autorisation de voyage. Les bureaux de traitement doivent encore délivrer une lettre d'autorisation de voyage à ces clients (idéalement au moment de l'émission de la CRP) afin de faciliter leur voyage.
- La lettre d'autorisation actuelle du MFE est disponible ici : http://gcdocs2.ci.gc.ca/otcs/cs.exe/link/382018650 ou voir à la fin du plan - Documentation - Résident permanent - **Lettre MFE**

Numérisation (Mise à jour le 25 juin 2021)

Veuillez prendre note que les demandes papier qui ont été numérisées par l'Asie du Nord ont été détruites, de sorte qu'il n'est pas nécessaire de transmettre les notifications d'appel. Les missions peuvent accéder au fichier dans le SMGC sous Correspondance -> Reçue -> sous la rubrique « Renseignements du client » avec « Commentaire(s) » indiquant « Tous les documents justificatifs téléchargés » -> Pièces jointes.
Veuillez noter qu'à compter du 28 février 2021, le CPC-Sydney transfère les demandes numérisés directement aux bureaux du RI. Nous aimerions profiter de cette occasion pour rappeler à tous les bureaux d'effectuer régulièrement des recherches sur les transferts. Les demandes numérisés seront désormais régulièrement transférés aux bureaux à l'étranger, à la fois depuis le réseau Chinois et directement depuis le Bureau de réception centralisé des demandes(BRCD) (numérisé par Iron Mountain). Il est important que ces demandes soient comptabilisées dans votre inventaire rapidement après le transfert pour faciliter la gestion des inventaires. Veuillez consulter les instructions en pièces-jointes si nécessaire.

Les demandes qui ont été numérisés par Iron Mountain seront affichés comme Rec'd Via «Paper» et n'auront pas d'emplacement physique dans le SMGC. Actuellement, le moyen le plus simple d'identifier ces demandes dans le SMGC consiste à utiliser l'ID d'organisation O145232991936. Afin de faciliter la gestion des inventaires, nous vous encourageons à créer un emplacement de demande papier appelé «numérisé» pour suivre ces demandes une fois reçus. Pour le future, RIC a soumis une demande de changement pour ajouter «Numérisé» comme champ «Rec'd Via» dans le SMGC (actuellement prévu pour la version 26 en novembre 2021).

Documents: Pour les demandes numérisés par Iron Mountain, tous les documents sont téléchargés dans la correspondance client sous «Renseignements du client» dans l'ordre indiqué dans la liste des regroupements de documents ci-jointe. Veuillez noter que les documents sont divisés en fonction de la taille du fichier, plutôt que regroupés en fonction des regroupements de documents. Des bureaux ont indiqué que les documents peuvent être divisés en pièces jointes.

Numérisation – Voir Documentation à la fin du plan : Document grouping for digitized FCP OVS applications (Anglais seulement)

Veuillez contacter RIC si vous rencontrez des transferts qui n'ont pas d'eDocs.

Projet de réémission de CRP virtuelle

Dans le cadre de notre projet RROC de réémission de CRP virtuelles, le CORR demande aux bureaux d'immigration de rediriger les clients qui se manifestent spontanément (sans avoir reçu un courriel de notre projet de CRP virtuel) vers le (hyperlien anglais) Webform ou (hyperlien en français) Formulaire Web , si leurs demandes RP ont étés finalisées par CIO ou CPC-O.

Les courriels des clients, avec des pièces jointes en réponse à notre courriel, peuvent en revanche être envoyés à notre boîte organisationnelle :
ircc.in-rroc-corr-ri.ircc@cic.gc.ca.

Réfugiés parrainés par secteur privés (RPSP) - Entraide universitaire mondiale du Canada (EUMC)

Le RI travaille avec l'entraide universitaire mondiale du Canada (EUMC) pour finaliser environ 130 étudiants parrainés par l'EUMC dans le cadre du programme RPSP. Si les cas sont finalisés avant décembre, le RI demandera des lettres d'exemption d'intérêt national pour exempter les étudiants des restrictions de voyage et leur permettre de débuter leur semestre scolaire en janvier.

Classe Famille Prioritaire (CFP)

Il est rappelé aux missions que les adoptions, y compris les C14, font parties intégrante de la CFP et doivent être traitées comme telles. Cependant, nous comprenons qu'il pourrait y avoir des retards dans l'obtention des documents et que des entrevues seront nécessaires. SVP, voir "Gestion des objectifs et des priorités" ici-bas pour de l'information additionnelle.

Comment traiter les demandes de RP dans votre inventaire de bureau, *lorsque tous les candidats sont au Canada* (Mise à jour le 18 juin 2021)

Voici la nouvelle procédure fournie par le réseau domestique (RD)

Le RD n'utilisera plus la file d'attente d'impression «Vancouver CEN 3rd North» pour recevoir les dossiers aux fins d'admissions. Le RD a constaté que cela augmentait les délais de traitement et demande maintenant que les bureaux du RI recommencent à renvoyer les cas d'admissions en utilisant les procédures pré-COVID (p. bureau et utilisation de la file d'attente d'impression concernée). Pour aider les agents du RI à identifier le bureau local auquel ils doivent renvoyer le cas, le RD a fournis (ici-bas) une liste des bureaux RD avec leurs files d'attente d'impression respectives.

Les agents du RI doivent mettre les cas en file d'attente d'impression et il n'est pas nécessaire de contacter l'adresse courriel pour un établissement. Vous pouvez utiliser l'adresse courriel IRCC.INLandings-ConfirmationRI.IRCC@cic.gc.ca. Pour effectuer un suivis ou pour des questions spécifiques en lien avec l'établissement.

File d'attente d'impression

Office	**Landings area**	**PQ**
Calgary	Clients résidant au Manitoba, en Saskatchewan, en Alberta, dans les Territoires du Nord-Ouest, au Yukon et au Nunavut.	PQ-DOC-4604-COPR
Etobicoke	Clients résidant en Ontario	PQ-DOC-3296-5
Montreal	Clients résidant au Québec, à l'Île-du-Prince-Édouard, au Nouveau-Brunswick et à Terre-Neuve.	PQ-DOC-2710-2
Vancouver	Clients résidant en Colombie Britannique	PQ-DOC-5133-1

La liste des files d'attente d'impression est en constante en évolution et est disponible ici : http://gcdocs2.ci.gc.ca/otcs/cs.exe?func=ll&objaction=overview&objid=239947445

Le RD tente de maintenir la cadence avec les récentes admissions au Canada et il s'attend à ce que les délais pour joindre les clients diminuent au cours des deux prochaines semaines. À ce moment, la plupart des clients en inventaire ont été contactés. Entre-temps, ce que le RI peut faire, c'est de s'assurer que toutes les demandes référés pour une admission virtuelle :

1. Que les FDRP sont complétés
2. Possèdent un passeport valide et un CDRP dans le SMGC
3. Que le CDRP est réglé sur "Pas commencé" ainsi que d'être placé dans la bonne file d'attente d'impression.

L'adresse courriel IRCC.INLandings-ConfirmationRI.IRCC@cic.gc.ca est surveillé de près pour le RD et doit être contacté que s'il y a un cas urgent ou problématique. Si une admission n'a pas été effectuée dans un délai d'un mois après qu'elle ait été référé au RD, il est également suggéré de faire un suivi en passant par la boîte courriel.

Comment effectuer le traitement des demandes de RP de votre inventaire, des personnes à charge à l'étranger de la classe famille lorsque le demandeur principal au Canada (Mise à jour le 1 avril 2021)

Pour les demandes de la classe famille, ceux-ci devraient être référés en ajustant la file d'attente d'impression ainsi que le bureau secondaire, comme pour les autres recommandations d'établissement. Cependant, il serait apprécié d'inscrire une note dans le SMGC indiquant quels membres de la famille sont au Canada et lesquels sont à l'étranger et ceci afin d'éviter l'établissement par erreur de personnes à charge qui sont à l'étranger.

Pour les catégories de l'immigration économique, nous avons inclus une ébauche d'instructions sur l'exécution de programme de résidence permanente.

PDF

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Les dossiers économiques peuvent maintenant être divisés et imprimés. Les exigences sont les suivantes : le DP doit se trouver au Canada et les personnes à charge doivent avoir une validité de plus de 6 mois sur leur CDRP. Veuillez continuer à référer les DP au Canada aux bureaux nationaux en cas d'urgence (par exemple, lorsque leur statut de RT expire au Canada).

Procédure pour le RI en lien avec le traitement des CDRP expirés des personnes à charge à l'étranger des RP ayant acquis le droit d'établissement

Ces demandes ne peuvent pas être rouvertes pour mettre à jour les exigences statutaires pour les personnes à charge et ré-délivrer les CDPR sans annuler les documents contrôlés pour le demandeur principal (et toute autre personne ayant déjà obtenu la résidence permanente sur la demande), ce qui a une incidence négative sur leur statut de résident permanent dans le SMGC.

Pour les CDRP expirés des personnes à charge à l'étranger de RP récemment admis, quand la demande a été traitée par IN, IN-CORR aide à créer des fichiers «fantômes» en utilisant les procédures établies et en émettant la lettre d'autorisation requise. Veuillez renvoyer ces cas par courriel à ircc.in-rroc-corr-ri.ircc@cic.gc.ca et le signaler comme suit dans la ligne d'objet: **Urgent - Fichier fantôme requis – AP admis - Pour une lettre d'autorisation / réémission de la CDRP pour personne(s) à charge - FICHIER #.**

Le bureau de migration doit indiquer dans le courriel si un examen plus approfondi sera nécessaire une fois le fichier fantôme créé. Si ce n'est pas le cas et que toutes les exigences légales continuent d'être remplies (par exemple, les soins médicaux de la personne à charge ont déjà été prolongés, ou le client a effectué de nouveaux examens médicaux, et aucun autre obstacle à la réémission du CDRP n'est évident), IN-CORR émettra à nouveau le CDRP (et le VRP le cas échéant) si leur CDRP original a été émis au plus tard le 18 mars 2020. Par conséquent, le demandeur se présentera au point d'entrée avec un nouveau CDRP valide qui contiendra l'annotation indiquant que ce document remplace un CDRP délivré le 18 mars 2020 ou avant. Le CORR ne délivrent pas de lettres d'autorisation, sauf dans des cas très limités.

IN-CORR informera le bureau de migration si des besoins de traitement ou d'évaluation supplémentaires (par exemple, demander un CP (CPP) ou des formulaires pour compléter une nouvelle évaluation de la sécurité et / ou de la criminalité doivent être effectués directement par la mission avant l'émission du nouveau CDRP.

CDRP expirés - Classe Économique et familiale (Mise à jour le 1 avril 2021)

Les missions qui reçoivent des demandes de renseignements de clients, dont les CoPR ont expiré. Les missions doivent :

1) transmettre ces demandes à l'adresse électronique suivante : IRCC.CoPR4-CRP4.IRCC@cic.gc.ca, avec la ligne d'objet suivante : « Renvoi de mission – Demande de CoPR expirée – Dossier #XXXXX »,
2) associez également l'application à Org # O269172477841.
3) Si votre bureau considère que la demande est urgente, veuillez également le signaler dans la ligne d'objet.

Remarque : La plupart des demandeurs, dont les CoPR émis avant le 18 mars 2020, ont déjà été contactés par IRCC, et les clients dont les CoPR ont expiré ont été émis après le 18 mars 2020 seront contactés via des notifications "*push*" entre juillet et octobre. Ces cas seront rouverts et retraités de manière centralisée par IN-RROC à la fois pour la une certaine cohérence et pour que les missions puissent se concentrer sur d'autres priorités de traitement. Une fois le traitement terminé, IN-RROC envoie aux clients une lettre pour indiquer au client que leurs visa est prêt à être imprimer ainsi que les instructions pertinente aux missions.

Les missions peuvent également envoyer la réponse provisoire suivante aux demandes de renseignements des clients concernant les CoPR expirés :

> *Ce message concerne votre demande récente concernant votre ou vos documents de confirmation de résidence permanente expirés. Veuillez consulter le lien suivant pour savoir comment IRCC soutient les clients dont les documents sont expirés : https://www.canada.ca/fr/immigration-refugees-citizenship/services/coronavirus-covid19/immigration-applicants.html#expired.*
>
> *Les informations que vous avez fournies dans cette requête seront notées dans votre dossier et seront prises en compte au fur et à mesure que le ministère continue de contacter les clients avec des documents expirés. Lorsque vous recevrez des instructions sur la marche à suivre, veuillez les suivre dans les délais prévus et attendez que l'équipe de traitement vous contacte. Vous n'avez pas besoin de nous contacter à nouveau.*

Classe Famille : Émission des lettres PPV (Prêt pour visa) pour les personnes à charge à l'étranger pour les demandes de classe famille (Mise à jour le 16 avril 2021)

Le RD va envoyer le PPV lors de l'établissement. La procédure sera comme suit :

1) Utilisez les règles de distribution pour déterminer quel bureau est responsable selon le PDR actuel du client.
2) Envoyez la lettre de demande de PPT spécifique à la mission à partir du lecteur T. Chaque mission doit avoir sa propre lettre enregistrée dans un sous-dossier marqué PPT REQUEST LETTER.
3) Ajouter la mission comme bureau secondaire dans le SMGC.
4) Laissez le CDRP / Visa sur « Pas commencé».

Code PRBIO (Mise à jour le 16 avril 2021)

Le code de programme spécial (CPS) PRBIO est entré par le RC et a deux fonctions, soit de localiser la précédente soumission biométrique d'un client (fournie au cours des 10 dernières années) et de l'associer à une demande de résidence permanente (RP) pour continuer le traitement. La fonction secondaire consiste à utiliser le code de programme spécial à des fins de rapport.

Rien n'empêche un agent de supprimer le code PRBIO pour ceux qui ne bénéficient pas de la politique publique des RP; cependant les agents ne sont pas tenus de l'enlever. Le GRI devrait toujours être en mesure d'obtenir des rapports statistiques du PRO sur l'utilisation du PRBIO en raffinant davantage les critères (c'est-à-dire en n'utilisant pas simplement le code PRBIO comme critère).

Correction de l'obtention virtuelle à l'étranger du droit d'établissement effectué par erreur (Mise à jour le 14 mai 2021)

Les clients qui ont fait l'objet d'un droit d'établissement virtuel, et qui n'auraient pas dû l'être parce qu'ils se trouvaient à l'extérieur du Canada et n'étaient plus des résidents temporaires comme l'exige la *Politique publique temporaire visant à dispenser les étrangers au canada de l'obligation de présenter un visa de résident permanent à un agent*, ont vu leur statut rétabli au statut d'étranger conformément aux EIP en vigueur. À compter de maintenant, le CSO a reçu l'ordre de ne plus rétablir le statut de RP en celui d'étranger jusqu'à la publication de nouvelles EIP. Le ministère examine actuellement son pouvoir de rouvrir ces décisions et de rétablir le statut de RP d'un client qui a été virtuellement établis pendant son séjour à l'étranger. Ces clients conserveront leur statut de RP et pourront faire une demande de TVRP afin de venir au Canada. Des nouvelles EIP sont en cours de préparation et seront envoyées pour publication urgente. Les EIP mises à jour traiteront des différents scénarios (c'est-à-dire lorsque le client demande la réversion du statut, la demande d'un TVRP, les demandes de renseignements des clients, etc.) et seront partagés dès qu'ils seront disponibles.

Mise à jour des Org ID actuellement utilisés pour le suivi des dossiers RP scannés et numérisés (Mise à jour le 2 juillet 2021)

Les Org ID suivants sont actuellement utilisés pour différencier les dossiers papier des dossiers scannés/numérisés :

Classe famille à l'étranger :

CFP OVS au BRCD: O145232991936

Les applications de la C OVS au BRCD qui sont retournées de la numérisation par IM : O146610109121

Époux ou conjoint de fait au Canada Classe :

ECFCC numérisation : O145232991912

Parents et grands-parents :

Fichiers PGP qui sont numérisés : O266932709052

Dossiers PGP qui sont retournés de la numérisation : O268029557957

Travailleurs qualifiés sélectionnés par le Québec :

Fichiers TQSQ numérisés par IM : O146548807901 (pour QSW)

Aides familiaux (pilotes « HCP »/ « HSW ») :

« HCP » « HSW » : O145233961005 (POUR « HCP » « HSW »)

Demandes économiques en cours de numérisation :

Dossier qui est scanné par BRCD : O146348860650 (comprend les LOBs pour lesquels les contrats de numérisation ne sont pas en place, c'est-à-dire les PNP non-EE, FED-SE, AFP, Investisseur Québec, AIP)

De plus, lors du transfert de fichiers, le type de transfert doit être : " App ", plutôt que " Paper & App ".

Gestion des objectifs et des priorités (Mise à jour le 30 avril 2021)

Le ministre a approuvé la priorisation du traitement des conjoints, partenaires et enfants d'outre-mer par rapport aux autres catégories de résidents permanents économiques jusqu'à la fin de mars 2021. Ces demandeurs sont exemptés de l'OCI et sont donc autorisés à entrer au Canada. Les missions peuvent dépasser les cibles des RP sans aucune restriction dans les catégories Conjoints, Partenaires et Enfants, cependant, l'objectif continue d'atteindre les cibles pour chaque secteur d'activité avec toute la capacité disponible dédiée à l'éligibilité et aux finalisations de la CFP. Si vous ne parvenez pas à prendre une décision d'éligibilité, veuillez mettre à jour le statut d'éligibilité sur «entrevue requise» ou créer une activité de vérification, afin que l'AC puisse rendre compte avec précision de l'avancement de l'inventaire.

Les demandes ne seront pas refusées pour non-conformité si la non-conformité est liée au COVID-19, et toutes les demandes actuellement en cours dans les bureaux d'IRCC à l'étranger et dans les centres de traitement des cas du réseau centralisé et du réseau national continueront d'être traitées.

Afin d'atteindre les objectifs de RP pour 2021 et de refléter les inventaires aux étapes de traitement appropriées, les bureaux devraient traiter les demandes dans tous les différents secteurs d'activité dans la plus grande mesure possible conformément au IEP RP et aux instructions de traitement fournies. Cela permettra à l'AC et à la haute direction d'avoir une image claire de l'inventaire des dossiers aux différentes étapes.

Délivrance de CDRP/visa pour la classe économique: Comme l'IEP paraîtra bientôt, il a déjà été conseillé aux missions de NE PAS finaliser les CE. Cependant, pour les cas de la CE où des soumissions de passeport avaient été demandées avant la pause des décisions, les missions peuvent continuer à émettre le COPR / visa à la réception du passeport

Refus : Les Missions peuvent continuer de finaliser les demandes de la classe Économique pour les refus ou les retraits qui sont non liés à la COVID

1) Jusqu'à nouvel ordre, les bureaux peuvent continuer de demander des documents supplémentaires et maintenir le respect des exigences inscrites dans le règlement pour **toutes les demandes de citoyenneté et d'immigration**, ci-inclus les certificats de police, les prises biométriques, les passeports et les examens médicaux, comme suit :

    - Quand des documents supplémentaires sont nécessaires pour la prise de décision sur une demande, les agents qui traitent la demande doivent envoyer une lettre donnant **30 jours au requérant pour répondre**.
    - Si une précédente demande de documents supplémentaires avait déjà été envoyée au requérant mais que celui-ci n'a pas pu soumettre les pièces exigées et rencontrer l'échéance, les agents qui traitent la demande doivent **fournir 30 jours** de plus au requérant pour répondre tout en changer la date buttoir (bring forward).

RF+ et Transfer de RF+ (Mise à jour le 23 Juillet 2021)

Le premier transfert de 500+ applications de RF+ as été complété la semaine passée après que travail administratif fût complété par les bureaux de Shanghai et Guanzhou. Une petite portion des demandes n'ont pas été numérisé suivant les procédures normalisées. Du à cela, pour les premiers transferts, votre mission verra possiblement des demandes ou les documents électroniques ont été téléversé sous "Observations". Ces demandes sont plus difficiles à travailler mais sont de nombre limité.

Le travail administratif complété par la région de l'Asie du Nord reste en évolution et il est possible que certaines tâches administratives n'aient pas été complétées, particulièrement pour les premiers transferts. Des demandes contenant de l'information reçu par formulaire web et capturé dans les notes SMGC par le Centre de Soutien à la Clientèle ont probablement été transféré sans avoir été complètement traité. Il est donc recommander de vérifier l'information reçu via formulaire web.

Documents (Mise à jour le 17 septembre 2021)

Résidence temporaire - Liens des IEP	Résidents permanents - Liens des IEP	
		PON Global (en Anglais seulement) C.P. actuel Instructions ministérielles

• Maladie à coronavirus (COVID-19) : Qui peut voyager au Canada – Citoyens, résidents permanents, étrangers et réfugiés • Visas de résidence temporaire – VRT • Autorisation de voyage électronique (AVE) • Permis d'études • Permis de travail • Dispense de biométrie pour demandes RT à partir du Canada • Mesures en place pour les étrangers qui travaillent dans l'industrie de la télévision et du cinéma • Étrangers qui se trouvent au Canada en possession d'une lettre d'introduction après l'approbation d'une demande de permis d'études ou de travail traitée à l'étranger • Résidence temporaire : Exécution des programmes sur la COVID-19 • Résidents temporaires : visas diplomatiques et officiels • Résidents temporaires : double intention • Instructions sur le traitement – Intérêt national (accessible à l'interne uniquement) • Visas de résidence temporaire – VRT (visa de visiteur) : Exécution des programmes sur la COVID-19 • Programme de permis de travail postdiplôme (PPTPD) : Exécution des programmes sur la COVID-19	• Mesures de facilitation pour les demandes sur papier dans le cadre du volet Offre d'emploi du Programme des candidats des provinces (PCP) • Programme des candidats des provinces (PCP) • Traitement des demandes papier présentées dans le cadre du Programme des candidats des provinces (PCP) • Processus de réception des demandes au titre de la catégorie du regroupement familial pour les parents et les grands-parents • Résidence permanente : Exécution des programmes sur la COVID-19 • Instructions à l'intention des réseaux : Avant de finaliser une demande (accessible à l'interne seulement) • Catégories de l'immigration non-économique • Catégories de l'immigration économique • Réinstallation : Exécution des programmes sur la COVID-19 • Adoptions par des Canadiens expatriés	aide-mémoire – Exemptions des restrictions de voyage pour les membres de la famille Requête pour le transfert des dossiers Requete pour transfert de dossier. Transfert de reçu de frais (en Anglais) SOP- Fee Receipt Transfer from Old Fi **Numérisation – Document grouping for digitized FCP OVS applications (Anglais seulement)** FINAL Document ordering - FCP OVS. **Lettre MFE** Membre de la famille élargie - Aut **Contexte historique du triage FC+ (Anglais)** http://gcdocs2.ci.gc.ca/otcs/cs.exe/link/398623104
VRT – dès le 7 septembre 1. IEP Annoté_FRA.docx	RIC – Statistiques hebdomadaire Rapport régional RP http://gcdocs2.ci.gc.ca/otcs/cs.exe/link/388539357 Rapport régional RT	**Étudiants Internationaux** **Operationalization of OIC Amendments – DRAFT** **Nouvelle annexe concernant les procédures de désactivation et de réactivation des aVE / VRT** **le 15 octobre, 2020** http://gcdocs2/otcs/cs.exe/link/379425878

2. Exemptions de voyage aux fins de r 4. PNE – Traitement des demandes de VI	http://gcdocs2.ci.gc.ca/otcs/cs.exe/link/389289318 Centre de soutien à la clientèle graphique : délai de réponse par courriel (Anglais seulement)	EEDs approuvés (le 21 sept) OIC -Confirmation of readiness.xlsx **PEE – Réponses de l'orientation fonctionnelle – le 13 aout** ISP - FG Responses - August 13 2021.pd **FAQ - Mise en quarantaine et isolement pour les étudiants étrangers** (le 13 août) FAQ - Mise en quarantaine et isole
ASFC Shift briefings Pour usage à l'interne seulement Dernière mise à jour – 23 Octobre 2020 2020_hq_ac_0326_a nd_2020_hq_ac_032 Lien aussi dans le IEP : http://cicintranet.ci.gc.ca/connexion/tools-outils/service/coronavirus/travel-non-option-non-discretion-voyages-essentiel-fra.aspx	**Diplomates** IMPORTANT UDPATE from the Of	**Chinook : rappel entrée de notes** Mod 3 Compulsory for all Refusal Notes **Files Dispatch rules** *(en anglais seulement)* http://gcdocs2.ci.gc.ca/otcs/cs.exe/Overview/42736702

s.21(1)(b)

s.16(2)

Arnal.Maria

From:	Rushton.Robin-Leah
Sent:	September 20, 2021 1:08 PM
To:	Bishop.Keri; Wong.Mark
Cc:	Hickey.Donna; IN Chinook / Chinook RI (IRCC); IN INOM / OMRI RI (IRCC)
Subject:	RE: Input needed TRV Digital Journey Lab - Chinook 1.5 new roll-out plan

Hey,

I can jump in here and Mark can provide additional feedback, if required.

To be honest, I don't think anyone is sure. However, the This piece is crucial for full roll-out. When speaking informally to Zal, he mentioned that alone could go well into Q4.

Robin Rushton
(she/her/elle)

Assistant Director – INOM, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Robin-Leah.Rushton@cic.gc.ca
Telework: M-F 7-3pm (EDT)

Directrice adjointe - RIOM, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Robin-Leah.Rushton@cic.gc.ca
Télétravail: L-V 7-15h (HAE)

From: Bishop.Keri
Sent: Monday, September 20, 2021 12:58 PM
To: Wong.Mark
Cc: Hickey.Donna ; IN Chinook / Chinook RI (IRCC) ; Rushton.Robin-Leah ; IN INOM / OMRI RI (IRCC)
Subject: RE: Input needed TRV Digital Journey Lab - Chinook 1.5 new roll-out plan

Hi Mark,
I think the order is fine. How long do you reckon this 10-mission roll-out will take?
keri

Keri Bishop

Assistant Director, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Keri.Bishop@cic.gc.ca / Tel:

Directrice adjointe, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Keri.Bishop@cic.gc.ca / Tél.:

From: Wong.Mark
Sent: Monday, September 20, 2021 11:38 AM

To: Bishop.Keri <Keri.Bishop@cic.gc.ca>
Cc: Hickey.Donna <Donna.Hickey@cic.gc.ca>; IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>; Rushton.Robin-Leah <Robin-Leah.Rushton@cic.gc.ca>; IN INOM / OMRI RI (IRCC) <IRCC.ININOM-OMRIRI.IRCC@cic.gc.ca>
Subject: FW: Input needed TRV Digital Journey Lab - Chinook 1.5 new roll-out plan

Hi Keri,

We have taken your suggestions and made the following changes:
- Removed Abu Dhabi and Ankra.
- Added Singapore (9) and Vienna (10).

Would you like us to move Singapore and/or Vienna up to number 8 and push Manila down to 10 or is the current order is acceptable? We are looking to respond back to DGO by noon today.

IN Mission input - Chinook 1.5 new roll-out plan

Thank you.

Mark Wong

Senior Program Advisor, INOM, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Mark.Wong@cic.gc.ca / Tel: 343-549-1962

Conseiller principal en programmes, RIOM, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Mark.Wong@cic.gc.ca / Tél.: 343-549-1962

From: Bishop.Keri <Keri.Bishop@cic.gc.ca>
Sent: Friday, September 17, 2021 2:41 PM
To: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Cc: Rushton.Robin-Leah <Robin-Leah.Rushton@cic.gc.ca>; Wong.Mark <Mark.Wong@cic.gc.ca>; IN INOM / OMRI RI (IRCC) <IRCC.ININOM-OMRIRI.IRCC@cic.gc.ca>
Subject: RE: Input needed TRV Digital Journey Lab - Chinook 1.5 new roll-out plan

Hello,

Although I know [redacted] and the ME missions you've selected make good choices from your point of view, we're worried about those two missions receiving mixed messages on priorities by being included in this list. Could you move ABDBI further down the list or consider removing ABDBI and/or ANKRA from the list altogether?

You could consider adding Singapore in their place (would be the same area expert as Ho Chi?) Or an additional European mission such as Vienna or Rome.

Thanks,
keri

Keri Bishop

Assistant Director, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada

Keri.Bishop@cic.gc.ca / Tel:

Directrice adjointe, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Keri.Bishop@cic.gc.ca / Tél.:

From: IN Chinook / Chinook RI (IRCC)
Sent: Friday, September 17, 2021 12:21 PM
To: Bishop.Keri <Keri.Bishop@cic.gc.ca>
Cc: Rushton.Robin-Leah <Robin-Leah.Rushton@cic.gc.ca>; Wong.Mark <Mark.Wong@cic.gc.ca>; IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>; IN INOM / OMRI RI (IRCC) <IRCC.ININOM-OMRIRI.IRCC@cic.gc.ca>
Subject: Input needed TRV Digital Journey Lab – Chinook 1.5 new roll-out plan

Hi Keri,

As mentioned by Robin, please see the link IN Mission input - Chinook 1.5 new roll-out plan for a list of missions INOM has identified for further testing of Chinook 1.5. The missions are ranked. Should there be any considerations or concerns from RIC, please add them to the "RIC Considerations" column within the document.

A response by noon on Monday, September 20th would be most appreciated. The due date is today, but we can ask for an extension to give you more time, if it is required.

Thanks

Donna Hickey

Program Officer, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Donna.Hickey@cic.gc.ca / Tel: 613-437-7260

, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Donna.Hickey@cic.gc.ca / Tél.: 613-437-7260

Duplicate

Pages 185 to / à 186

are duplicates

sont des duplicatas

Arnal.Maria

From: @international.gc.ca
Sent: September 22, 2021 4:13 AM
To: IN Chinook / Chinook RI (IRCC)
Subject: Inputting Applications in Mod 3

Good morning from Accra,

I just wanted to flag an issue that I had over the last week or so that appears to have resolved its self now.

Whenever I was inputting files into Mod 3, it would just freeze and not populate any cells. It often took multiple attempts to populate if ever it finally did.

It appears to be resolved now but my manager asked me to flag this to you in the event it happens again.

Thank you

@international.gc.ca
Tel
MITNET
High Commission of Canada in Ghana | Haut Commissariat du Canada au Ghana
Government of Canada | Gouvernement du Canada
Affaires mondiales Canada Global Affairs Canada

Arnal.Maria

From: Rushton.Robin-Leah
Sent: September 28, 2021 2:49 PM
To: Dagenais.Bobby
Cc: IN Chinook / Chinook RI (IRCC); Leslie.Lauren; Sehgal.Tarandeep
Subject: RE: Inventory Management (AAM) Tool for PR FC

Hi Bobby,

I believe the IN Chinook team is rolling this up for IN, including both TR and PR contacts for testing (3). I think we're responding directly to Lab 1 (Kevin) on this.

Robin Rushton
(she/her/elle)

Assistant Director – INOM, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Robin-Leah.Rushton@cic.gc.ca
Telework: M-F 7-3pm (EDT)

Directrice adjointe - RIOM, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Robin-Leah.Rushton@cic.gc.ca
Télétravail: L-V 7-15h (HAE)

From: Dagenais.Bobby
Sent: Friday, September 24, 2021 2:23 PM
To: Pineau.Elise ; Dowhan.Elsbeth ; CN HQ PR / RP AC RC (IRCC) ; Panyanouvong.Christine ; Haley.Chrissy ; Rushton.Robin-Leah ; Sehgal.Tarandeep ; Leslie.Lauren ; IN INOM / OMRI RI (IRCC)
Cc: Lo.Jessica ; Dean.Patrick ; Lee.Paul ; Papic.Igor
Subject: Inventory Management (AAM) Tool for PR FC

Good afternoon,

Our colleagues developing the Inventory Management tool would like to consult employees in IN and CN to validate and collect feedback as the refine the development of the AAM tool.
I simply wanted to check if you had any objection if they reached out and consulted the same officers you've designated for Cumulus? Once confirmed, the client lab will coordinate with them (and you).

Please let me know

Thank you
B

Bobby Dagenais
(il / he)

Journey Owner, Spouse and Common-law class Sponsorship

s.16(2)

Digital Journey Labs - Transformation
Immigration, Refugees and Citizenship Canada / Government of Canada
Bobby.Dagenais@cic.gc.ca / Tel: 873-408-1144
Telework:

Responsable du processus, Parrainage de la catégorie époux et conjoints de fait
Laboratoire des processus numérique - Transformation
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Bobby.Dagenais@cic.gc.ca / Tél.: 873-408-1144
Télé-travail:

s.16(2)(c)

Arnal.Maria

From: IRCC Production ETL EDW-EDE <PROD-ETL-DoNotReply-NePasRespondre@cic.gc.ca>
Sent: September 30, 2021 7:05 PM
To: SIMB CP DWS / SED PM DGSGI (IRCC)
Cc: IRCC.F SIMB CP EDW PureData / PureData EDE PM DGSGI F.IRCC; IRCC.F EDW Chinook / Chinook EDW F.IRCC; Ritu.Arora@international.gc.ca; Advani.Renu
Subject: IRCC Chinook Production / Production Chinook IRCC

*** This is a system generated e-mail. Please do not reply to it directly. ***

Chinook production data refresh is now completed.

Enterprise Data Warehouse (EDW)
Digital Strategy (DSB)
Transformation and Digital Solutions Sector (TDSS) Immigration, Refugees and Citizenship Canada

____

*** Ce courriel est genere par le systeme. Priere de ne pas y repondre. ***

La mise a jour des donnees de production pour Chinook est maintenant terminee.

Entrepot de donnees d'entreprise (EDE)
Strategie numerique (DSN)
Secteur de la transformation et des solutions numeriques (STSN) Immigration, Refugie et Citoyennete Canada

Arnal.Maria

From: Malcolm.Campbell@international.gc.ca
Sent: September 24, 2021 4:22 AM
To: Daponte.Andie
Cc: IN Chinook / Chinook RI (IRCC); NROBI.IM-ADO@international.gc.ca
Subject: RE: Mod 1 chart by activity

Hi
Perfect, I got the SOPs from IN Chinook so will share them with here.
If you could start including Paris though that would be great, so we can have a look and see what the inventory looks like and see how Mod 1 compliant we are.
Cheers
Malcolm

De : -NROBI -IM
Envoyé : jeudi 23 septembre 2021 19:36
À : Campbell, Malcolm -PARIS -IM ; Daponte.Andie
Cc : IN Chinook / Chinook RI (IRCC) ; NROBI (IM-Area Director Office/Bureau du Directeur de Zone)
Objet : RE: Mod 1 chart by activity
Hi Malcolm
We can share the Mod 1 for FC SOPs, and start to include Paris in the data pull, if you are interested in taking a look.
Copying SSA ADO to provide the docs.
Cheers

From: Campbell, Malcolm -PARIS -IM <Malcolm.Campbell@international.gc.ca>
Sent: September 23, 2021 11:12 AM
To: @international.gc.ca>; Daponte.Andie <Andie.Daponte@cic.gc.ca>
Cc: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Subject: RE: Mod 1 chart by activity
Thanks
I`ll follow up with see what she wants to do.
I imagine that the Paris inventory could look a bit odd if we`re not on the Mod 1 PR SOPs yet.
@Andie or Chinook inbox: can you share those SOPs – even if draft - to see how aligned Paris is?
Cheers
Malcolm

De -NROBI -IM < @international.gc.ca>
Envoyé : jeudi 23 septembre 2021 14:51
À : Daponte.Andie <Andie.Daponte@cic.gc.ca>; Campbell, Malcolm -PARIS -IM <Malcolm.Campbell@international.gc.ca>
Cc : IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Objet : RE: Mod 1 chart by activity
Hi,
Seems to work in Mod 1 for FC too (as it should), see attached, which covers a whole bunch of missions worldwide (although not Paris).
Cheers

From: Daponte.Andie <Andie.Daponte@cic.gc.ca>
Sent: September 23, 2021 7:57 AM

To: Campbell, Malcolm -PARIS -IM <Malcolm.Campbell@international.gc.ca>
Cc: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>, [redacted] -NROBI -IM [redacted]@international.gc.ca>
Subject: RE: Mod 1 chart by activity

Hey Malcolm,

We worked on a CEC version of Mod1 for the RROC, but there is an FC version in use by SSA and North Asia. [redacted] led the work overseas, though we helped with some technical bits from NHQ. I am not sure if the chart works for PR as I have not specifically tested that myself.

DJL is working on AAM (mod1 cloud replacement) and are supposed to have something ready relatively soon (early October is last date I remember hearing, but that's a moving target). AAM may not have the charts right away, but it would be something that we would ask to include – an inventory overview/summary of some sort.

Over to [redacted] IN Chinook mailbox in case they have more info.

Andie Daponte

Director, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Andie.Daponte@cic.gc.ca / Tel: [redacted] Teleworking
Telework hours: Monday to Friday 7:30 – 3:30 EST
Your Mental Health and Well-Being are important – Take care of yourself

Directeur, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Andie.Daponte@cic.gc.ca / Tél.: [redacted] eletravail
heures: lundi – vendredi 07h30 – 15h30 EST
Votre santé mentale et votre bien-être sont importants - Prenez soin de vous

From: Malcolm.Campbell@international.gc.ca <Malcolm.Campbell@international.gc.ca>
Sent: Thursday, September 23, 2021 4:05 AM
To: Daponte.Andie <Andie.Daponte@cic.gc.ca>
Subject: TR: Mod 1 chart by activity

Hey Andie,

How is Mod 1 for PR going? And how far are you away from the inventory snapshot button like in TR.

Mod 1 is in use here, however questions come up on inventory still. [redacted] seems to like the TR chart.

If there`s something to share on PR, please send my way.

Cheers,

Malcolm

De : [redacted] -PARIS -IM [redacted]@international.gc.ca>
Envoyé : jeudi 23 septembre 2021 09:26
À : Campbell, Malcolm -PARIS -IM <Malcolm.Campbell@international.gc.ca>
Objet : RE: Mod 1 chart by activity

Thanks that s useful. Yes would be great to see first with Andie. Can you reach out and check? Thanks

De : Campbell, Malcolm -PARIS -IM <Malcolm.Campbell@international.gc.ca>
Envoyé : 22 septembre 2021 13:56
À : [redacted] -PARIS -IM [redacted]@international.gc.ca>
Objet : TR: Mod 1 chart by activity

Bonjour

This is the TR graph from Mod 1.

On the left you can scroll down to see numbers by activity, it should follow the process flow. And you can see the graph as well. The blue line are files where clients indicated French as their preferred language of correspondence and the red line is English. Not sure why it was designed that way, but you can see there are files stuck at these stages:

For example, there are 1599 + 10450 apps stuck at eApp File Check TRV.

And 125 at eApp Misrep Recommended. That`s my backlog.

Is this something you could use going forward for TR?
And we`d have to ask or Andie if they have something similar for their PR Mod 1.
Thanks
Malcolm

De : Law, Joseph -PARIS -IM <Joseph.Law@international.gc.ca>
Envoyé : mercredi 22 septembre 2021 12:32
À : Campbell, Malcolm -PARIS -IM <Malcolm.Campbell@international.gc.ca>
Objet : RE: Mod 1 chart by activity

Ah yes, if you click on the gear icon in mod1 > distribution graph.
As of today, attached. Let me know if you need anything else.

JOSEPH LAW
Deuxième secrétaire | Second Secretary
Téléphone | Telephone +33 (0)1 44 43 27 34
MITNET:
130 rue du Faubourg Saint-Honoré, 75008 Paris, France
Ambassade du Canada | Embassy of Canada
Gouvernement du Canada | Government of Canada
joseph.law@international.gc.ca

From: Campbell, Malcolm -PARIS -IM <Malcolm.Campbell@international.gc.ca>
Sent: mercredi 22 septembre 2021 12:29
To: Law, Joseph -PARIS -IM <Joseph.Law@international.gc.ca>
Subject: RE: Mod 1 chart by activity

Haha, yes, I copied JMJ`s signature block
Not a process flow per se, but there was supposed to be a button in Mod 1 where if you clicked it, it would give you a graph and show you how many files were at each activity. So kind of like a process flow I guess. But also a good snapshot of where the bottlenecks were.
Maybe that button was never created though.

De : Law, Joseph -PARIS -IM <Joseph.Law@international.gc.ca>
Envoyé : mercredi 22 septembre 2021 12:17
À : Campbell, Malcolm -PARIS -IM <Malcolm.Campbell@international.gc.ca>
Objet : RE: Mod 1 chart by activity

You mean a process flow? We don't have one I don't think since we follow the general SOPs, but I can easily create a visual. Let me know.
Also, in your signature block I would suggest you change your title to Premier secrétaire or people might that you're a woman.

JOSEPH LAW
Deuxième secrétaire | Second Secretary
Téléphone | Telephone +33 (0)1 44 43 27 34
MITNET:
130 rue du Faubourg Saint-Honoré, 75008 Paris, France
Ambassade du Canada | Embassy of Canada
Gouvernement du Canada | Government of Canada
joseph.law@international.gc.ca

From: Campbell, Malcolm -PARIS -IM <Malcolm.Campbell@international.gc.ca>
Sent: mercredi 22 septembre 2021 11:54

To: Law, Joseph -PARIS -IM <Joseph.Law@international.gc.ca>
Subject: Mod 1 chart by activity
Hi Joseph,
Is it possible to get an example of the Mod 1 chart by activity in the next few days?
Would like to show to Sophie.
Cheers
MC

Malcolm Campbell
Risk Assessment Officer (RAO) |Agent d`évaluation des risques (AER)
First Secretary | Première secrétaire (Migration)
Embassy of Canada | Ambassade du Canada
130 rue Faubourg Saint-Honoré, Paris 75008
malcolm.campbell@international.gc.ca

Government of Canada Gouvernement du Canada

Arnal.Maria

From:	IN Chinook / Chinook RI (IRCC)
Sent:	August 3, 2021 11:10 AM
To:	Karkaria.Zal
Subject:	RE: Mod 1 documentation

Here are the links to the Manual for Mod 1 and the Activity Dictionary.

Chinook User Guide - M1 October 2020.pdf (http://gcdocs2/otcs/cs.exe/link/381916738)

Chinook Module 1 Activity Dictionary - Global Rule Set - May 2021.xlsx (http://gcdocs2/otcs/cs.exe/link/402647064)

I did not find documents related to process maps or workflows.

Donna Hickey

IN Chinook

From: Karkaria.Zal
Sent: July 30, 2021 10:15 AM
To: IN Chinook / Chinook RI (IRCC)
Subject: Mod 1 documentation

Hi Donna,

Can you provide any and all documentation related to Mod1: process maps, manuals, workflows etc?

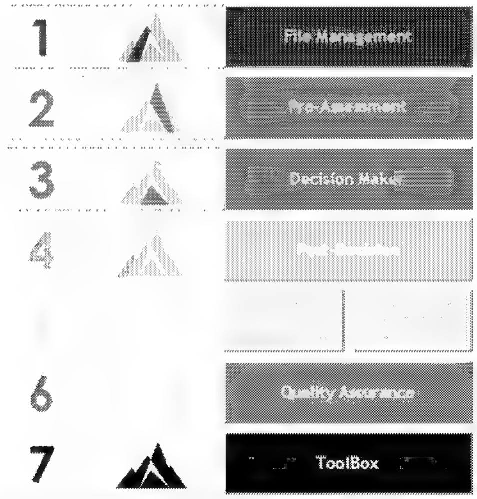
Presume they are all in a GCDOCS folder somewhere.

Thanks

Zal Karkaria
Assistant Director | Directeur Adjoint
Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada
Government of Canada | Gouvernement du Canada

O CANADA!
GLORIOUS AND FREE! O CANADA,
GLORIOUS AND FREE!

CHINOOK


1
File Management
2
Pre-Assessment
3
Decision Maker
4
Post-Decision
6
Quality Assurance
7
ToolBox

USER GUIDE - Module ①

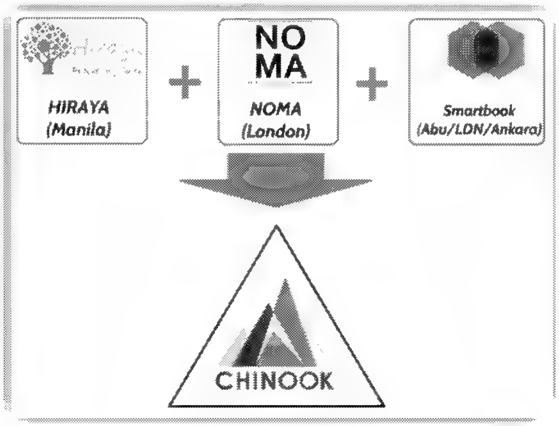
Contents

INTRODUCTION 3
History 3
Overall goals 3
Chinook Success 3
Overview 4
Launch & documentation 4
Requirements 4
Privacy statement 4
Access request 4
File process flow 4
MODULE ❶ FILE MANAGEMENT 5
Initial Setup 5
Setup & Administration 7
Data options 7
Data upload for offices of interests 7
File assignment to GCMS ID 12
Admin Options 15
Manage permissions 15
Change Rule priority 15
Insert, Disable or Enable an Activity 16
Country customization 18
Distribution graph 18
Database path 19
Full File List 20
Edit Activities & Modify Rules 20
Transitioning to Module 1 22
Specific procedures 23
Generalities 23
Work-Sharing Procedures 23
Appendix 1: Module 1 Correspondence Handling 25
Appendix 2: Module 1 Verifications & Misrep Handling 27

INTRODUCTION

Chinook is a cross-network Temporary Resident (TR) processing suite developed by International Network (IN) – Centralized Network (CN) and Domestic Network (DN), with the support of IT Operations. This modern solution invoked several IRCC talents and stimulated the synergy of the group.

History

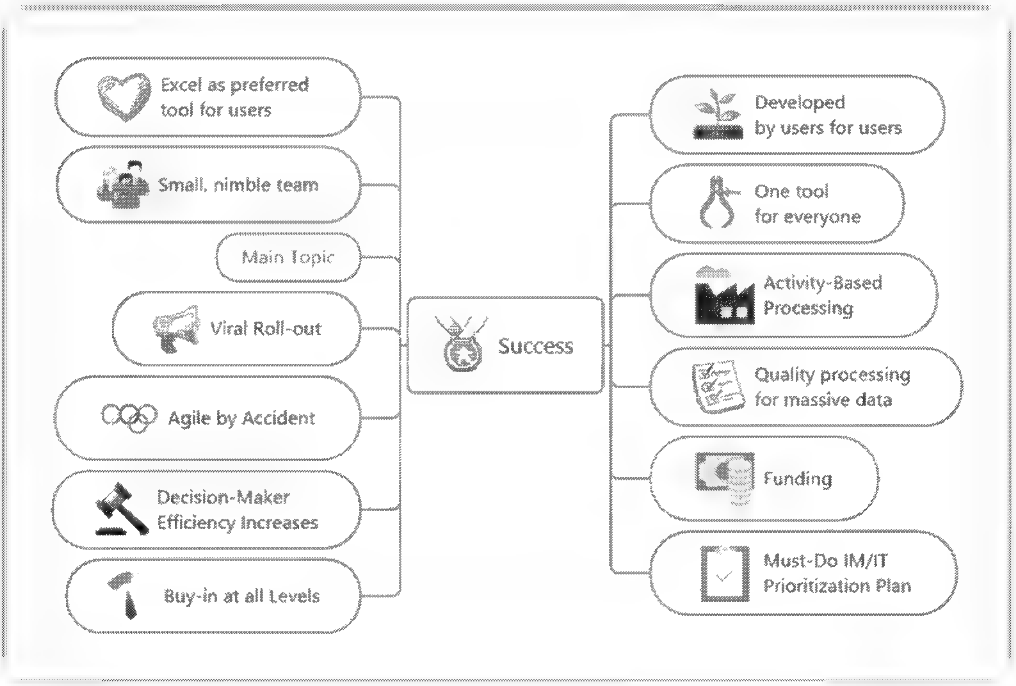

HIRAYA
(Manila)
+
NO MA
NOMA
(London)
+
Smartbook
(Abu/LDN/Ankara)
CHINOOK

Overall goals

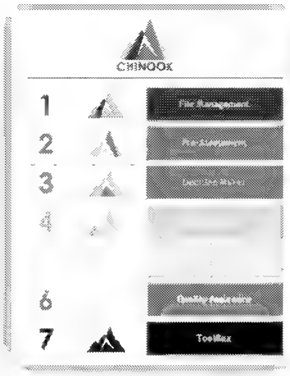
Apart from the time saving and the efficiency that Chinook provides, there are the 3 main objectives:

- Replacing various office-specific tools
- Standardizing work sharing procedures
- Streamlining process regardless of processing office

Chinook Success


Excel as preferred tool for users
Small, nimble team
Main Topic
Viral Roll-out
Agile by Accident
Decision-Maker Efficiency Increases
Buy-in at all Levels
Success
Developed by users for users
One tool for everyone
Activity-Based Processing
Quality processing for massive data
Funding
Must-Do IM/IT Prioritization Plan

Overview


CHINOOK
1
File Management
2
Pre-Assessment
3
Decision Maker
4
6
Quality Assurance
7
Toolbox

Chinook suite consists of six (6) modules with an additional toolbox. It unifies TR Process for the Integrated Network (excluding extensions).

Launch & documentation

Requirements

CHINOOK requires IRCC Professional Laptop or Desktop, Windows & MS Excel up-to-date, your IRCC email and windows password and GCMS account.

Privacy statement

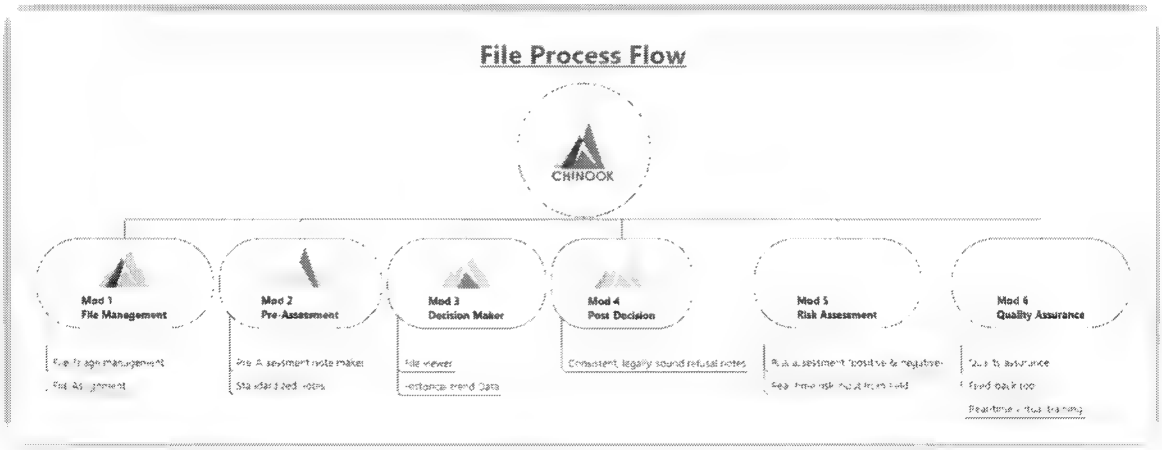
By using **Chinook**, the user recognizes having read IRCC rules of ethics and confidentiality in the training module: Protecting and Giving Access to Information at CIC (CC5540). If it is not done yet, we invite you to do it before using **Chinook**.

Access request

Chinook project is managed by the business coordinator (IN). For more information about ask your manager.

→ Any comments, suggestions, thoughts or compliments? Please contact: IN Chinook / Chinook RI (IRCC)

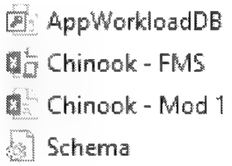
File process flow


File Process Flow
CHINOOK
Mod 1
File Management
Mod 2
Pre-Assessment
Pre-Assessment note maker
Standardized notes
Mod 3
Decision Maker
File viewer
Historical trend Data
Mod 4
Post Decision
Consistent, legally sound refusal notes
Mod 5
Risk Assessment
Risk assessment (positive & negative)
Mod 6
Quality Assurance
Quality assurance
Feed back too

MODULE ① FILE MANAGEMENT

The MOD1 is based on 4 files and allows users to perform:

- File triage management
- File assignment

	The tool itself	Chinook - FMS.**xlsm**	 AppWorkloadDB Chinook - FMS Chinook - Mod 1 Schema
	The database	AppWorkloadDB.**mdb**	
	Data Warehouse	Chinook - Mod 1.**csv** Schema.**ini**	

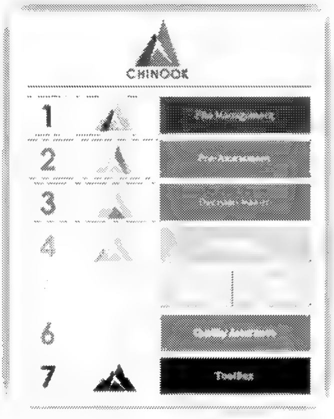
With Chinook, the Task Manager automatically loads all of the required information into a single Task Manager window. Where applications are ordered by the next task or activity required in the processing continuum for the officer review. Task manager benefits:

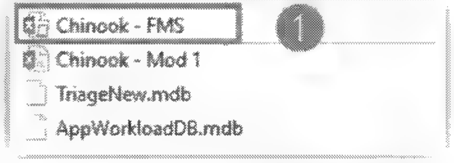
- Avoids manual queries in GCMS
- Provides an instant snapshot of office TR Caseload

Initial Setup

A pristine version of Module 1 that has not yet been configured will automatically make its first user into an Administrator. It is recommended that any new setup of the system is performed by one of the users who will have administrator privileges. Setup is performed by officers with administrator permissions.

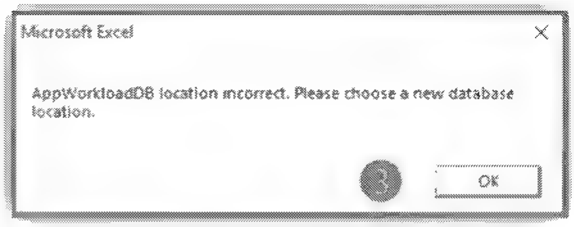
Click on the **MOD1 File Management**, from Chinook main interface [redacted] macro-enabled Excel file opens: ①**Chinook – FMS.xlsm**. You are invited to click on the ②**Launch button,** then on ③**OK button**.





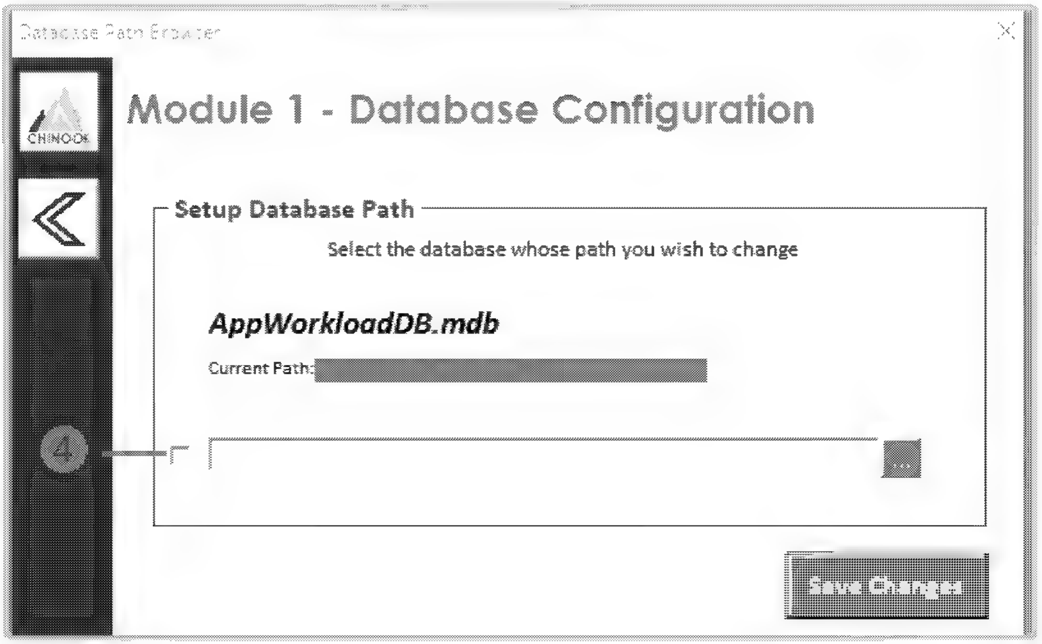
Chinook - FMS
Chinook - Mod 1
TriageNew.mdb
AppWorkloadDB.mdb

[redacted]


Microsoft Excel

AppWorkloadDB location incorrect. Please choose a new database location.

Check ④ the **box** and to lead Chinook to the new **database location** then save your changes.


Database Path Browser

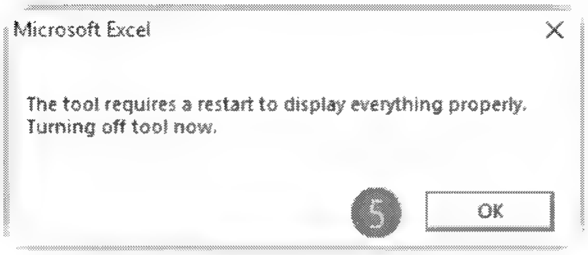
Module 1 - Database Configuration

Setup Database Path

Select the database whose path you wish to change

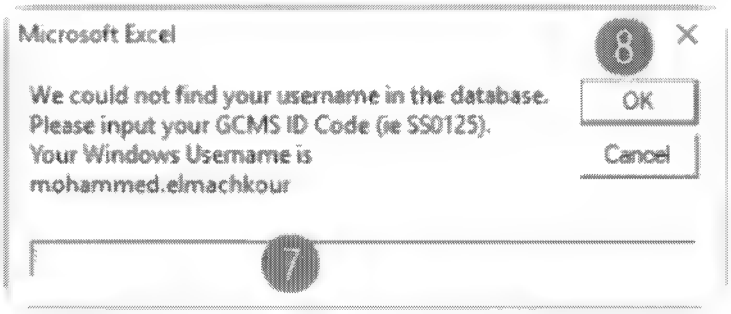
AppWorkloadDB.mdb

Current Path: [redacted]


Microsoft Excel

The tool requires a restart to display everything properly.
Turning off tool now.

[redacted]


Microsoft Excel

We could not find your username in the database.
Please input your GCMS ID Code (ie SS0125).
Your Windows Username is
mohammed.elmachkour

On the first use, you need to ⑤ **Restart Chinook.** Click the ⑥ **Launch button.** You have to ⑦ **Enter** and ⑧ **Valid** your **GCMS ID**. If you do not have access to GCMS, ask your GCMS access coordinator.

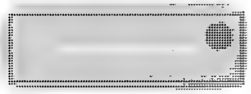
Setup & Administration

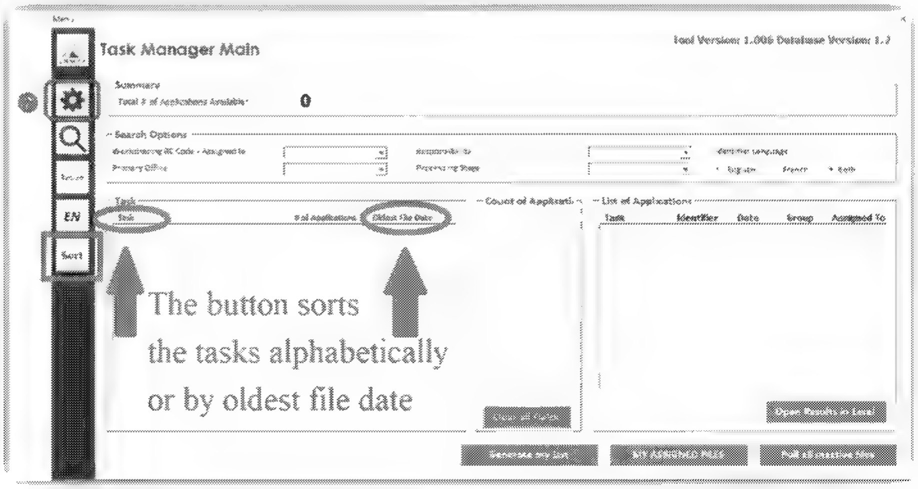
This customizing section contains 3 main tabs: **Data options**, **Admin options** and **Full File List**
In this module, we will focus only on Full File List options.

Data options

Data upload for offices of interests

This part of the program is also managed by officers with administrator permissions. **The first step** consists on downloading the **Mod 1** data set from the **EDW folder** into the designated **Data folder** in the local drive. Here is the link to the Chinook EDW folder.

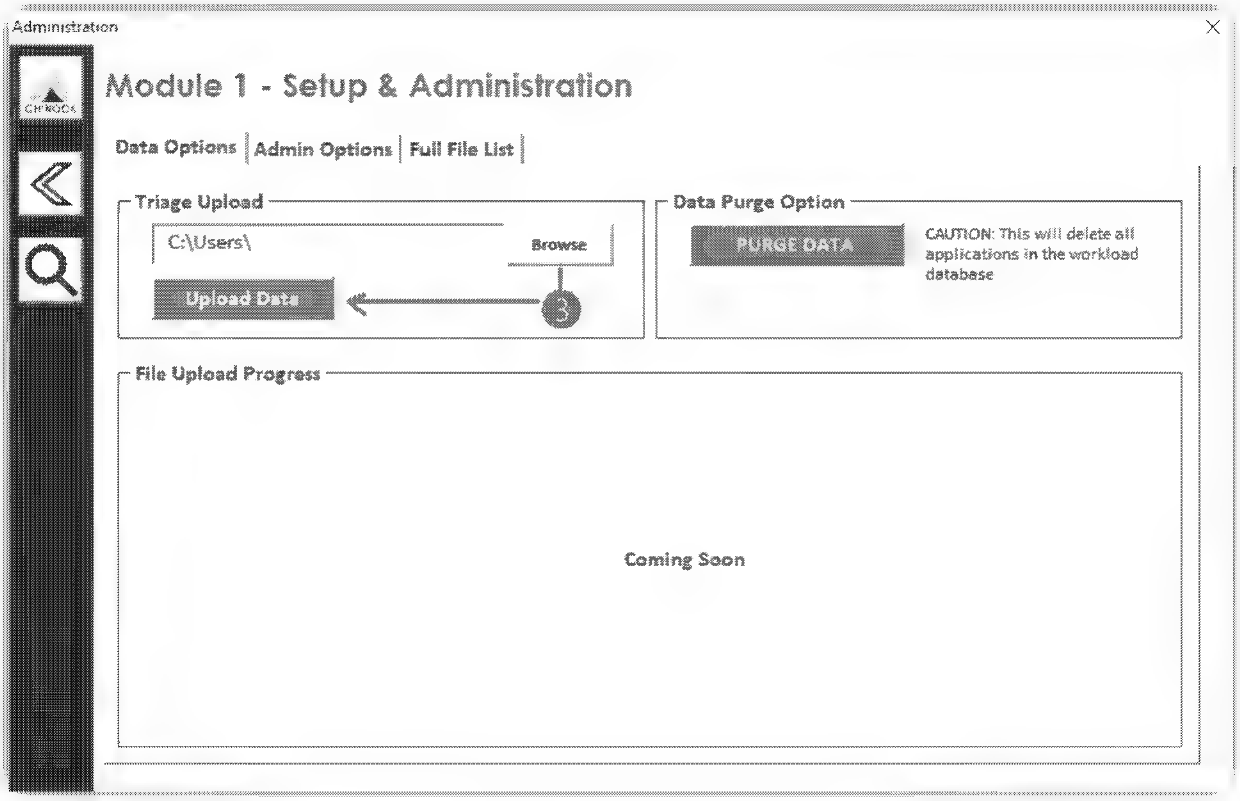




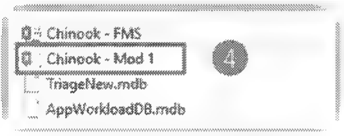
The button sorts the tasks alphabetically or by oldest file date

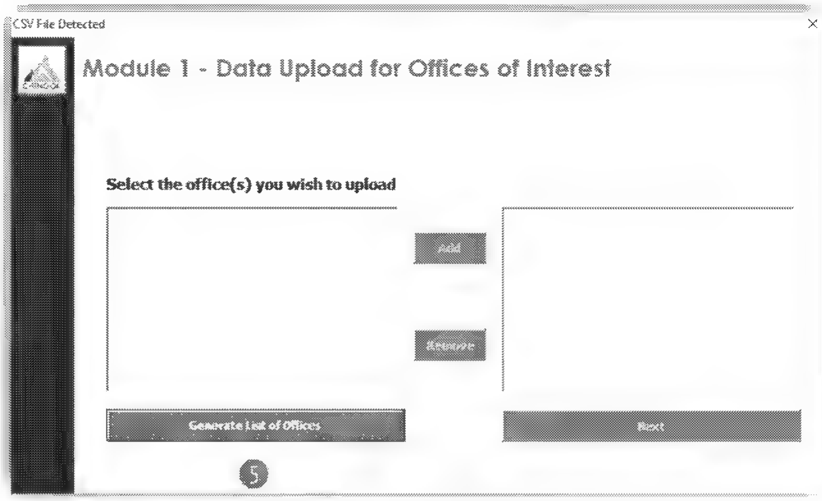
①**Launch Chinook FMS** button again then ② **Setup & Administration button** to open and finish your setup & administration. ③ **browse** to your warehouse database then upload the file named:

Chinook - Mod 1.csv

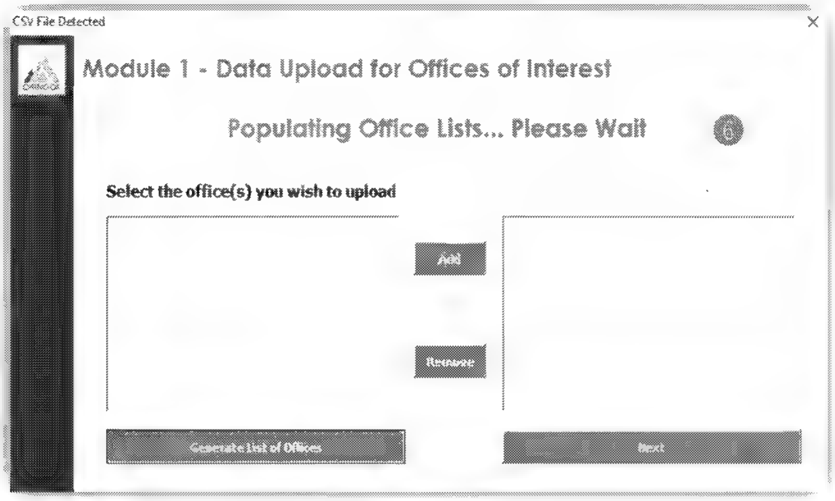

Administration
CHINOOK
Module 1 - Setup & Administration
Data Options
Admin Options
Full File List
Triage Upload
C:\Users\
Browse
Upload Data
3
Data Purge Option
PURGE DATA
CAUTION: This will delete all applications in the workload database
File Upload Progress
Coming Soon

④ **Upload** Data and ⑤ **Generate** the list of offices.


Chinook - FMS
Chinook - Mod 1
4
TriageNew.mdb
AppWorkloadDB.mdb


CSV File Detected
CHINOOK
Module 1 - Data Upload for Offices of Interest
Select the office(s) you wish to upload
Add
Remove
Generate List of Offices
Next
5

⑥ The **process** takes a moment before the office lists are ⑦ **populated**.

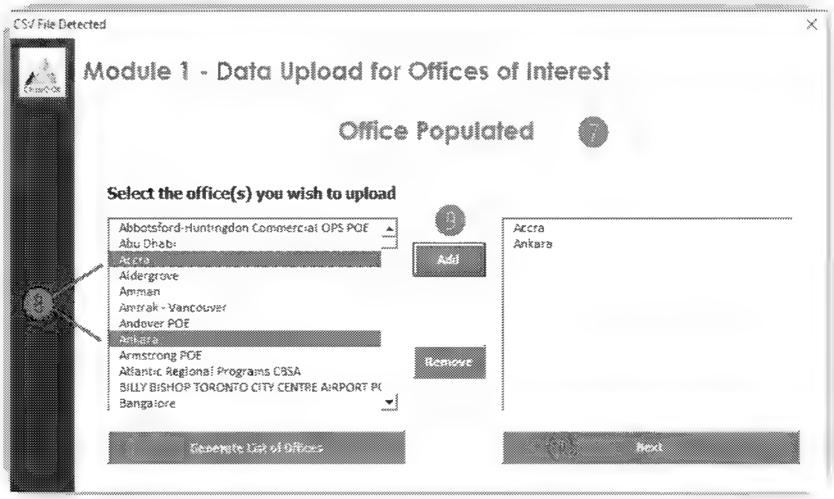


CSV File Detected

Module 1 - Data Upload for Offices of Interest

Populating Office Lists... Please Wait ⑥

Select the office(s) you wish to upload



CSV File Detected

Module 1 - Data Upload for Offices of Interest

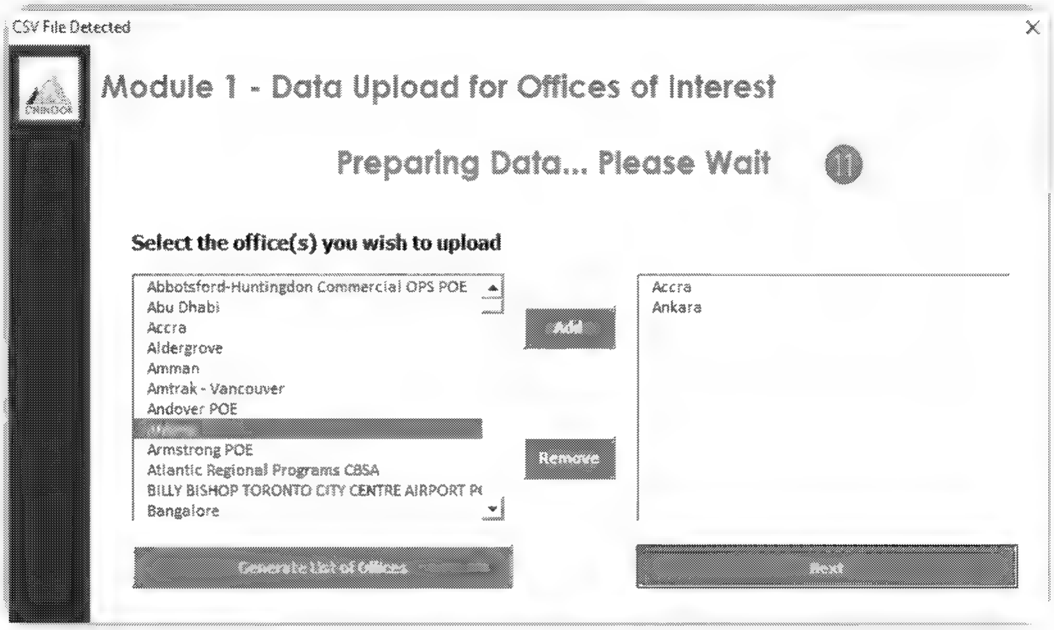
Office Populated ⑦

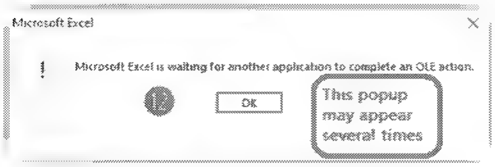
Select the office(s) you wish to upload

- Abbotsford-Huntingdon Commercial OPS POE
- Abu Dhabi
- Accra
- Aldergrove
- Amman
- Amtrak - Vancouver
- Andover POE
- Ankara
- Armstrong POE
- Atlantic Regional Programs CBSA
- BILLY BISHOP TORONTO CITY CENTRE AIRPORT P(
- Bangalore

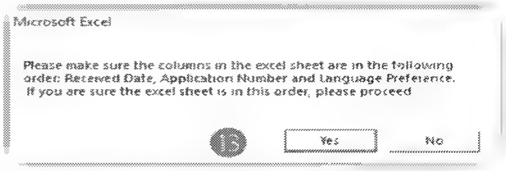
- Accra
- Ankara

Select ⑧ **the offices** you want to upload, click ⑨ **the ADD** button then click ⑩ the next button. The office selection will be saved and appear each time you upload the data in Module 1.


CSV File Detected
CHINOOK
Module 1 - Data Upload for Offices of Interest
Preparing Data... Please Wait
11
Select the office(s) you wish to upload
Abbotsford-Huntingdon Commercial OPS POE
Abu Dhabi
Accra
Aldergrove
Amman
Amtrak - Vancouver
Andover POE
Armstrong POE
Atlantic Regional Programs CBSA
BILLY BISHOP TORONTO CITY CENTRE AIRPORT P
Bangalore
Add
Remove
Accra
Ankara
Generate List of Offices
Next

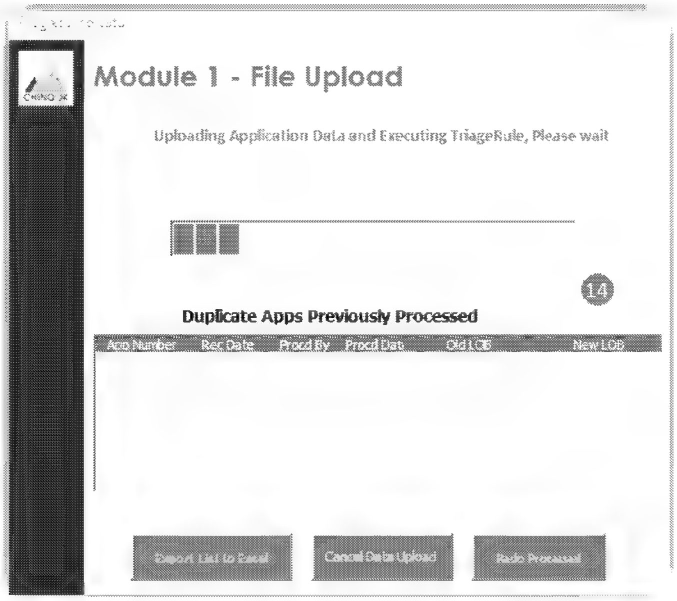

Microsoft Excel
12
OK
This popup may appear several times

Microsoft Excel is waiting for another application to complete an OLE action.


Microsoft Excel
13
Yes
No

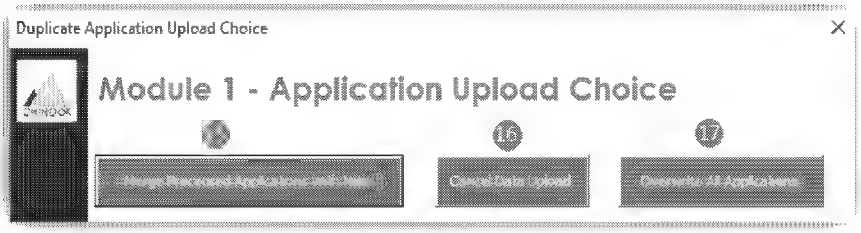
Please make sure the columns in the excel sheet are in the following order: Received Date, Application Number and Language Preference.
If you are sure the excel sheet is in this order, please proceed

You may have to click the ⑫**OK** button in this popup several times before it disappears when you click ⑬**YES.** It takes a few seconds to ⑭**Upload** the file. The criteria is prepared and the connection to database is established. The data will be fetched from the Excel file.

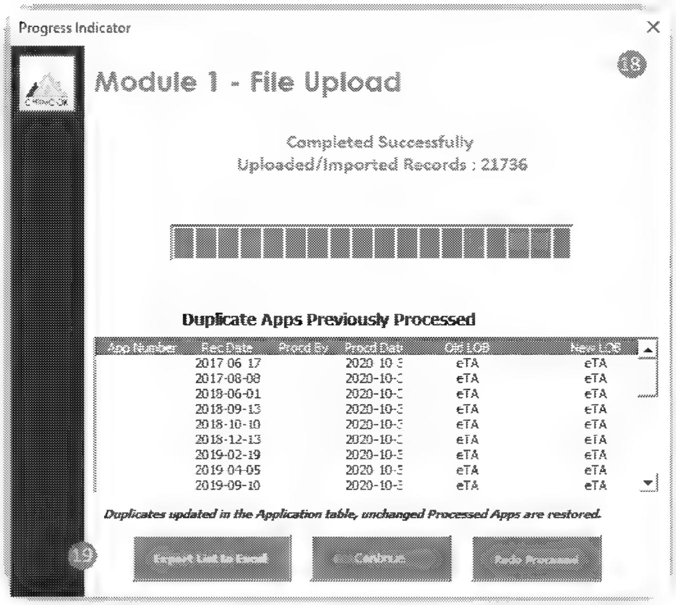

CHINOOK
Module 1 - File Upload
14
Duplicate Apps Previously Processed
App Number
Rec Date
Procd By
Procd Dat
Old LOB
New LOB
Export List to Excel
Cancel Data Upload

Uploading Application Data and Executing TriageRule, Please wait

Before the upload is complete, you have the option to: ⑮ **Merge** new and processed files with applications that are duplicates and have not changed their state in GCMS so that applications pulled previously but not processed will not appear as available in Module 1; ⑯ **Cancel** the upload; and ⑰ **Overwrite** as normal if duplicates are encountered so that applications pulled previously but not processed will appear as available in Module 1.


Duplicate Application Upload Choice
Module 1 - Application Upload Choice
⑮
⑯
⑰
Merge Processed Applications With New
Cancel Data Upload
Overwrite All Applications

Close the dialogue box when the upload is ⑱ **finished** or ⑲ **Export** the list to Excel.


Progress Indicator
Module 1 - File Upload
⑱
⑲
Export List to Excel
Continue
Redo Processed

Completed Successfully
Uploaded/Imported Records : 21736

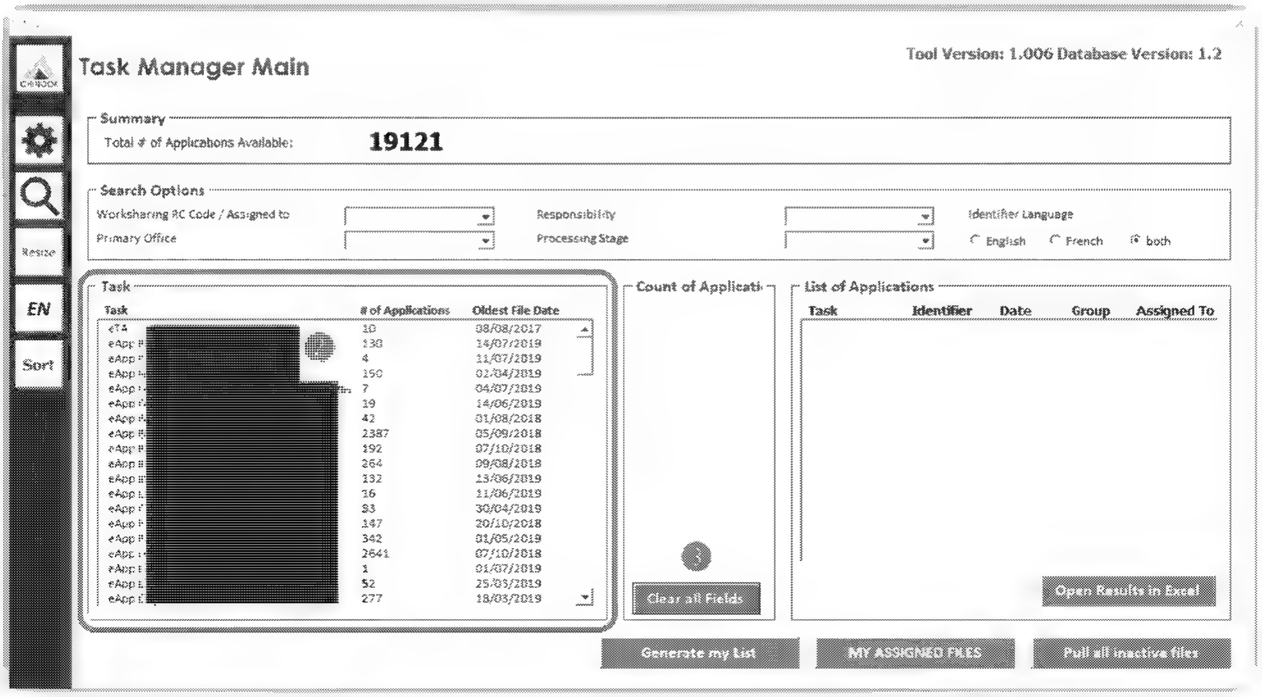
Duplicate Apps Previously Processed

App Number	Rec Date	Procd By	Procd Date	Old LOB	New LOB
	2017 06 17		2020 10 3	eTA	eTA
	2017-08-08		2020-10-3	eTA	eTA
	2018-06-01		2020-10-3	eTA	eTA
	2018-09-13		2020-10-3	eTA	eTA
	2018-10-10		2020-10-3	eTA	eTA
	2018-12-13		2020-10-3	eTA	eTA
	2019-02-19		2020-10-3	eTA	eTA
	2019 04-05		2020 10-3	eTA	eTA
	2019-09-10		2020-10-3	eTA	eTA

Duplicates updated in the Application table, unchanged Processed Apps are restored.

File assignment to GCMS ID

In this section you will be able to assign applications to your GCMS ID. ① **Launch Chinook FMS** button again. The ② **Task list** will show up. You can ③ **clear all fields** or ④ **Workshare** with a ⑤ **primary office.**



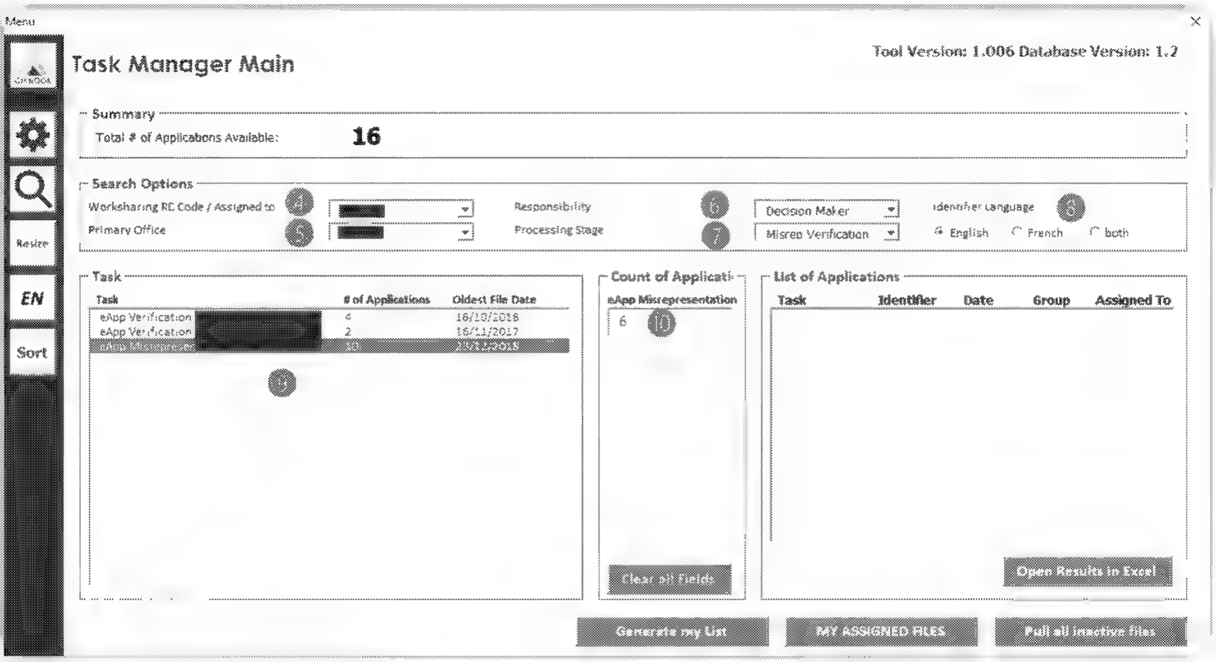
Task Manager Main
Tool Version: 1.006 Database Version: 1.2
Resize
EN
Sort
Summary
Search Options
Worksharing RC Code / Assigned to
Primary Office
Responsibility
Processing Stage
Identifier Language
○ English
○ French
● both
Count of Applicati
List of Applications
Clear all Fields
Open Results in Excel
Generate my List
MY ASSIGNED FILES
Pull all inactive files

Total # of Applications Available: 19121

Task	# of Applications	Oldest File Date
eTA [redacted]	10	08/08/2017
eApp [redacted]	130	14/07/2019
eApp [redacted]	4	11/07/2019
eApp [redacted]	150	01/04/2019
eApp [redacted]	7	04/07/2019
eApp [redacted]	19	14/06/2019
eApp [redacted]	42	01/08/2018
eApp [redacted]	2387	05/09/2018
eApp [redacted]	192	07/10/2018
eApp [redacted]	264	09/08/2018
eApp [redacted]	132	13/06/2019
eApp [redacted]	16	11/06/2019
eApp [redacted]	33	30/04/2019
eApp [redacted]	147	20/10/2018
eApp [redacted]	342	01/05/2019
eApp [redacted]	2641	07/10/2018
eApp [redacted]	1	01/07/2019
eApp [redacted]	52	25/03/2019
eApp [redacted]	277	18/03/2019

Task	Identifier	Date	Group	Assigned To

Precise ⑥ **Responsibility,** ⑦ **Processing stage** and the ⑧ **Identifier language.**



Task Manager Main

Tool Version: 1.006 Database Version: 1.2

Summary
Total # of Applications Available: **16**

Search Options
Worksharing RC Code / Assigned to: [redacted]
Primary Office: [redacted]
Responsibility: Decision Maker
Processing Stage: Misrep Verification
Identifier Language: ● English ○ French ○ both

Task

Task	# of Applications	Oldest File Date
eApp Verification [redacted]	4	16/10/2018
eApp Verification [redacted]	2	16/11/2017
eApp Misrepresen [redacted]	10	23/12/2018

Count of Applicati
eApp Misrepresentation: 6

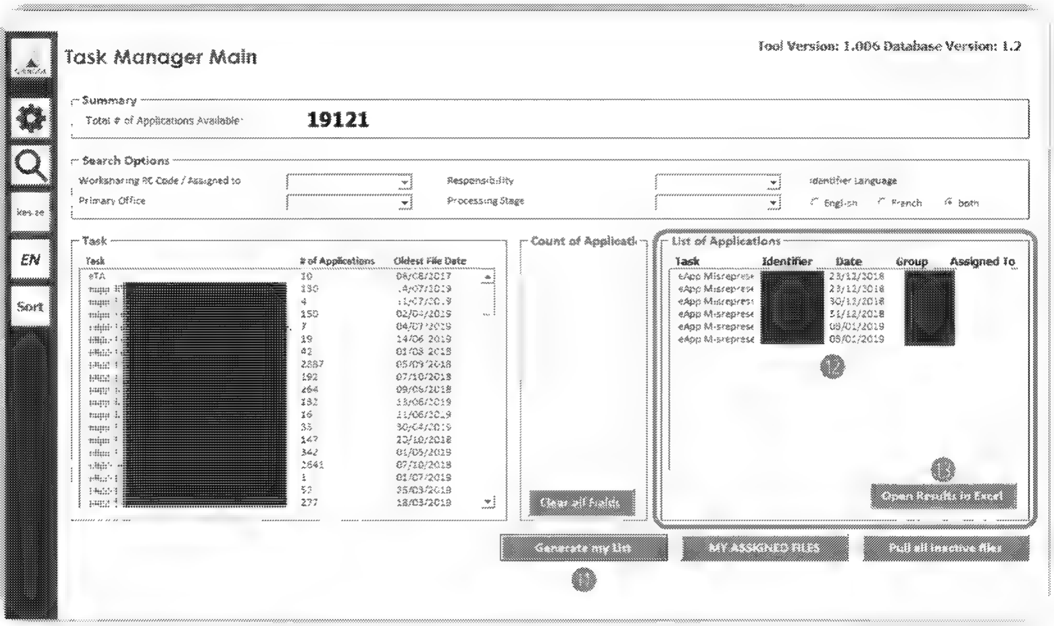
List of Applications

Task	Identifier	Date	Group	Assigned To

⑨**Select your tasks** and the ⑩**Number of applications** you want to assign to your **GCMS ID**.
⑪**Generate your list**. When a ⑫**List of application tasks** appears, ⑬**open the results** in Excel.

*** NOTES ***

- ☞ If you return back to the ⑨**Task**, you will find that the ⑩**Assigned applications** have been deducted from the global list on the shelf meaning that other officers cannot tap into your list.
- ☞ The activity "**eApps No Match**" contains the files without **group** or some other **missing information.**
- ☞ You can perform a ⑨**Multiple task selection** to grab files from different eApps.



Task Manager Main

Tool Version: 1.006 Database Version: 1.2

Summary
Total # of Applications Available: **19121**

Search Options
Worksharing RC Code / Assigned to:
Primary Office:
Responsibility:
Processing Stage:
Identifier Language: ○ English ○ French ● both

Task

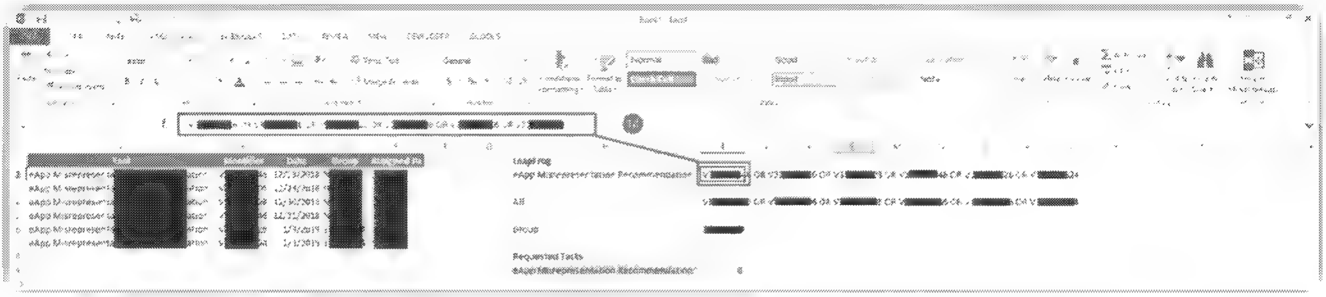
Task	# of Applications	Oldest File Date
eTA	10	08/08/2017
[redacted]	130	14/07/2019
[redacted]	4	11/07/2019
[redacted]	150	02/04/2019
[redacted]	7	04/07/2019
[redacted]	19	14/06/2019
[redacted]	42	01/03/2018
[redacted]	2887	05/09/2018
[redacted]	192	07/10/2018
[redacted]	264	09/06/2018
[redacted]	132	13/06/2019
[redacted]	16	11/06/2019
[redacted]	35	30/04/2019
[redacted]	147	22/10/2018
[redacted]	342	01/05/2019
[redacted]	2641	07/10/2018
[redacted]	1	01/07/2019
[redacted]	52	25/03/2019
[redacted]	277	18/03/2019

Count of Applicati

List of Applications

Task	Identifier	Date	Group	Assigned To
eApp Misreprese	[redacted]	23/12/2018	[redacted]	
eApp Misreprese		23/12/2018		
eApp Misrepresi		30/12/2018		
eApp Misreprese		31/12/2018		
eApp Misreprese		08/01/2019		
eApp Misreprese		08/01/2019		

In the Excel file, you can copy-paste the ⑭**e-App Misrepresentation code** in GCMS to finish the work.



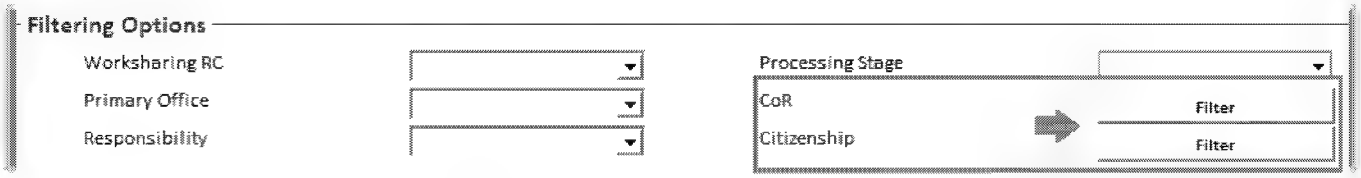
Chinook strings the files for you and you do not have to use any tool to make a query string for applications or groups to perform your queries.

*** IMPORTANT ***

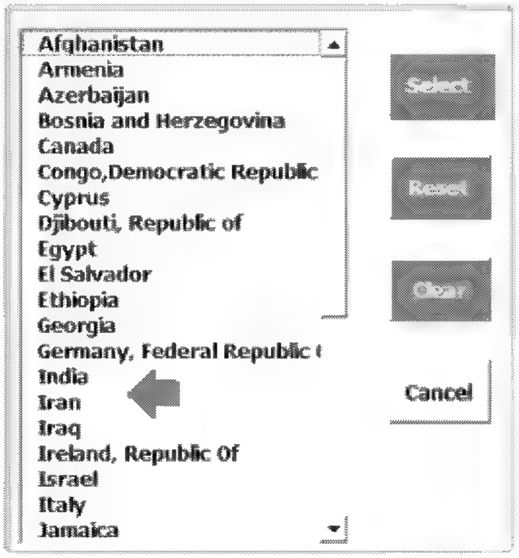
Chinook use the **FIFO** (First-In-First-Out) method to select the applications when you assign them to yourself. The tool assigns the oldest applications first (oldest received data) and if there is an application in a group, the other members of the group will be assigned to your GCMS ID as well (they have to be processed together in other Mods)

NEW FEATURES

Module 1 now includes two new filters for Country of Residence (CoR) or Citizenship.

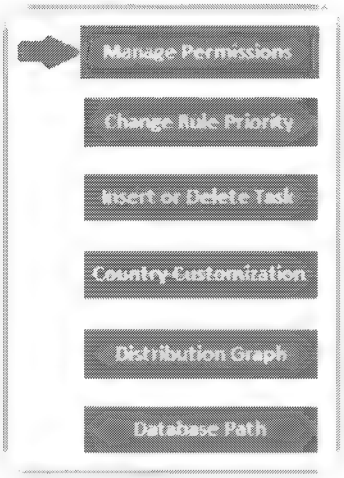

Filtering Options
Worksharing RC
Primary Office
Responsibility
Processing Stage
CoR
Filter
Citizenship
Filter

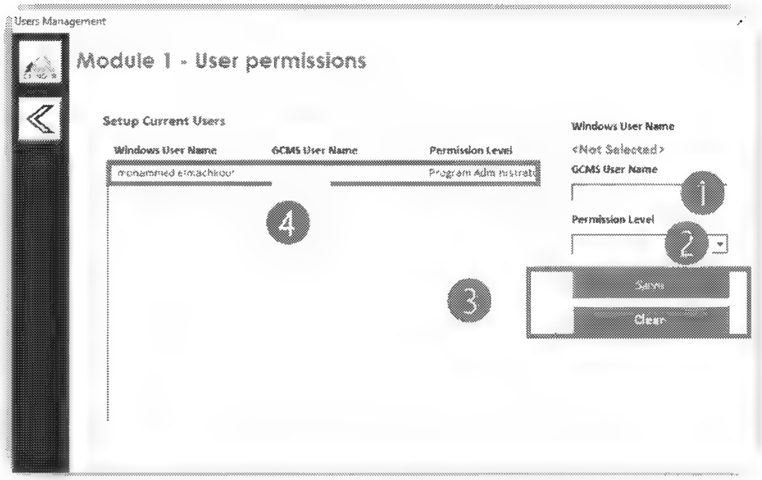
After selecting **Filter**, you will be able to apply the country filter individually to the activities by clicking on the country name and choosing **Select**.


Afghanistan
Armenia
Azerbaijan
Bosnia and Herzegovina
Canada
Congo,Democratic Republic
Cyprus
Djibouti, Republic of
Egypt
El Salvador
Ethiopia
Georgia
Germany, Federal Republic
India
Iran
Iraq
Ireland, Republic Of
Israel
Italy
Jamaica
Select
Reset
Clear
Cancel

⮡ Admin Options

Manage permissions


Manage Permissions
Change Rule Priority
Insert or Delete Task
Country Customization
Distribution Graph
Database Path


Users Management

Module 1 - User permissions

Setup Current Users

Windows User Name	GCMS User Name	Permission Level
mohammed elmachkour		Program Administrato

Windows User Name

<Not Selected>

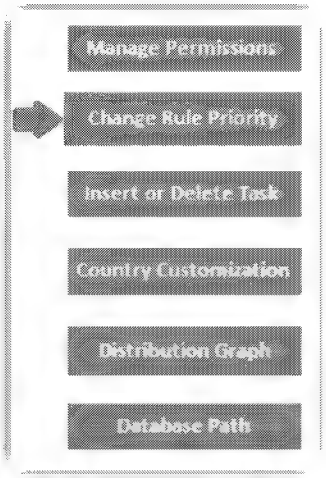
GCMS User Name

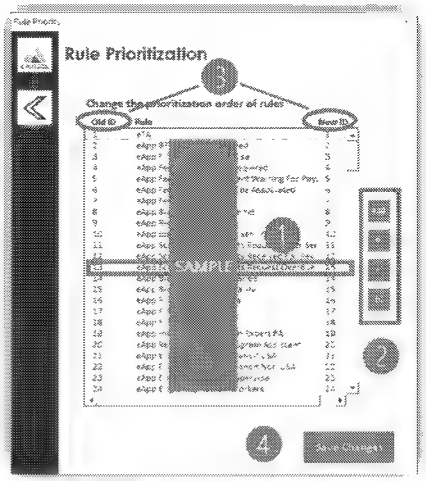
Permission Level

1
2
3
4
Save
Clear

This section is managed by the local administrator to customize user's profile.
Put the ① **GCMS user name**, the ② **Permission level**, then ③ **Save** or ④ **Cancel** your settings.
Anytime, you can check the ⑤ **Current user's setup**.

Change Rule priority


Manage Permissions
Change Rule Priority
Insert or Delete Task
Country Customization
Distribution Graph
Database Path


Rule Prioritization

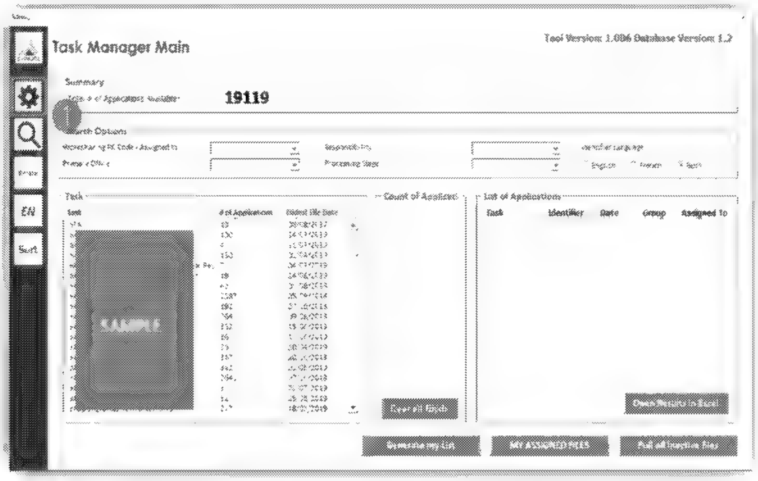
Change the prioritization order of rules

[redacted]

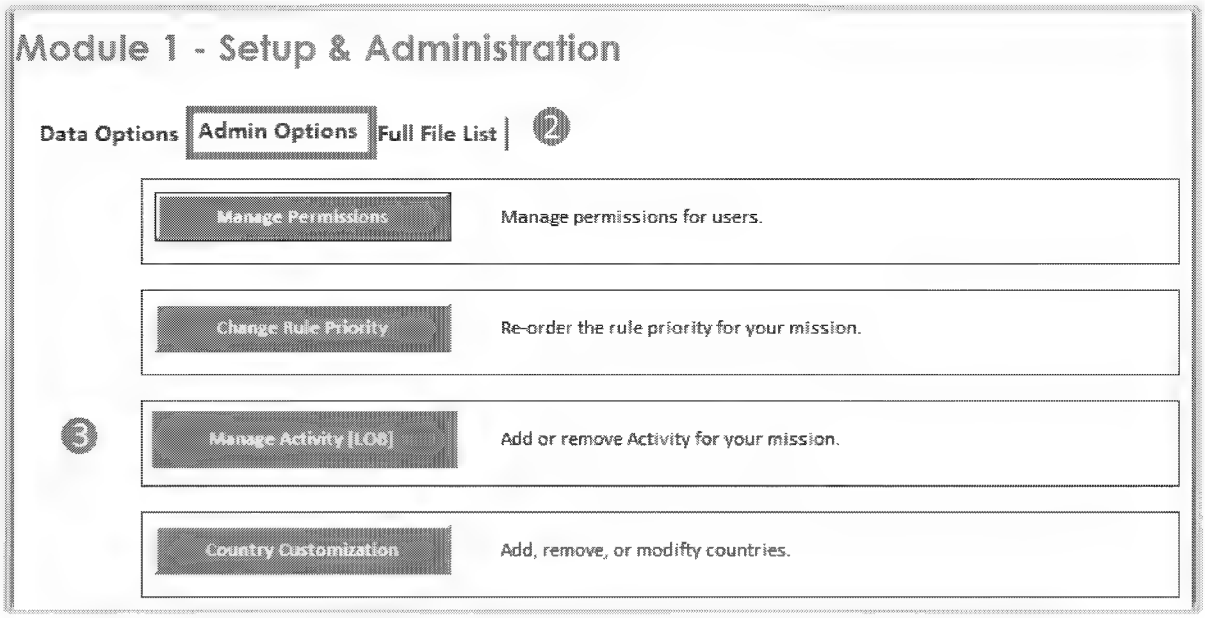
Old ID
Rule
New ID
SAMPLE
1
2
3
4
Save Changes

Select the ① **Rule you want to prioritize, Jump** by one or by 10 using the ② **Rank organizer** buttons.
Check your ③ **Rule prioritization** before you ④ **Save changes**.

Insert, Disable or Enable an Activity

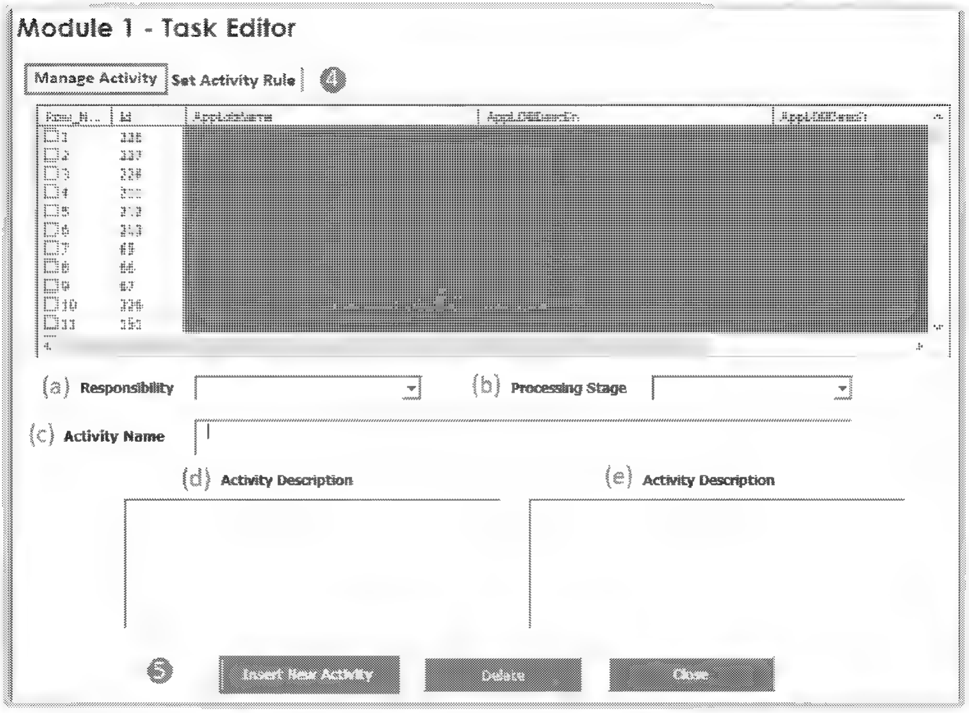

Task Manager Main
Tool Version: 1.006 Database Version: 1.2
Summary
19119
①
EN
SAMPLE
Task
Identifier
Date
Group
Assigned To
MY ASSIGNED FILES

To **create, disable or enable activities**, click on the ① **Setup & Administration button**, select ② **Admin Options** then click on the ③ **Manage Activity [LOB].**


Module 1 - Setup & Administration
Data Options
Admin Options
Full File List
②
③

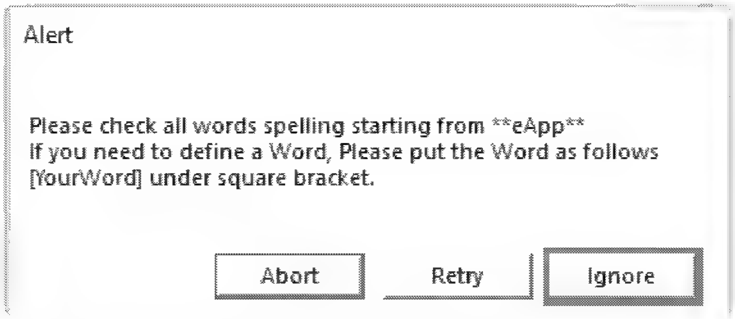
Manage Permissions	Manage permissions for users.
Change Rule Priority	Re-order the rule priority for your mission.
Manage Activity [LOB]	Add or remove Activity for your mission.
Country Customization	Add, remove, or modifty countries.

To insert a new activity, navigate to the ④ **Manage Activity tab** and enter the (a) **Responsibility**, (b) **Processing Stage**, (c) **Activity Name**, and (d) and (e) **Activity Description.** (Note: the Activity Description entered will not affect the activity function and can be the same as the Activity Name. Confirm your action by clicking ⑤ **Insert New Activity** button.


Module 1 - Task Editor
Manage Activity
Set Activity Rule
④
(a) Responsibility
(b) Processing Stage
(c) Activity Name
(d) Activity Description
(e) Activity Description
⑤
Insert New Activity
Delete
Close

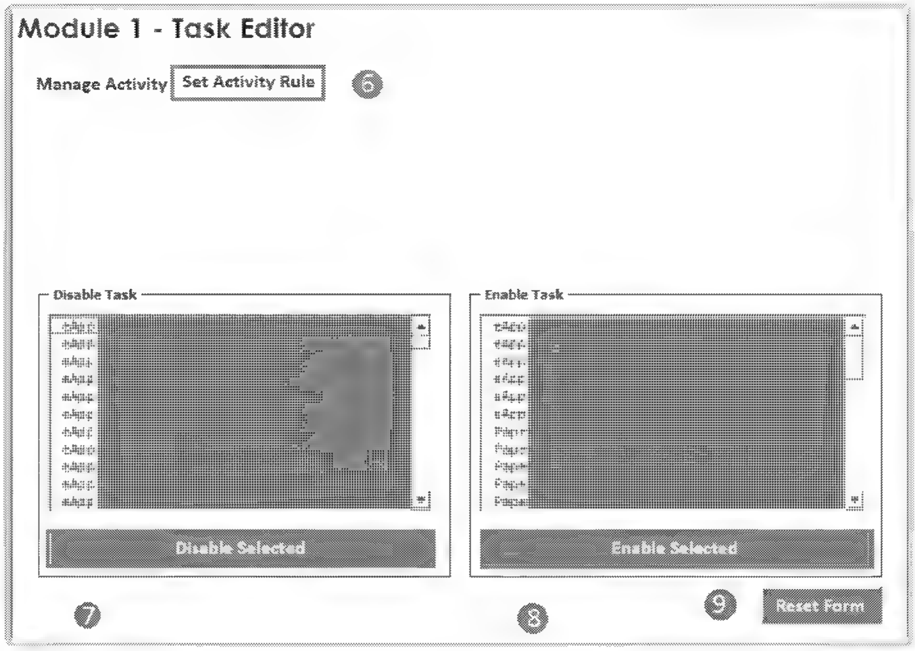
[redacted]

After you insert the new activity, you may receive the following Alert. Select **Ignore** and proceed.


Alert
Abort
Retry
Ignore

Please check all words spelling starting from **eApp**
If you need to define a Word, Please put the Word as follows
[YourWord] under square bracket.

To disable or enable an activity, navigate to the ⑥ **Set Activity Rule tab.** You can then ⑦ **Disable** or ⑧ **Enable** activities. Click ⑨ **Reset Form** if you want to enable all the activities in the right panel.

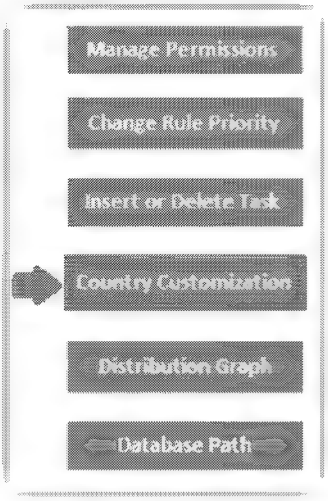

Module 1 - Task Editor
Manage Activity
Set Activity Rule
⑥
Disable Task
Enable Task
Disable Selected
Enable Selected
⑦
⑧
⑨
Reset Form

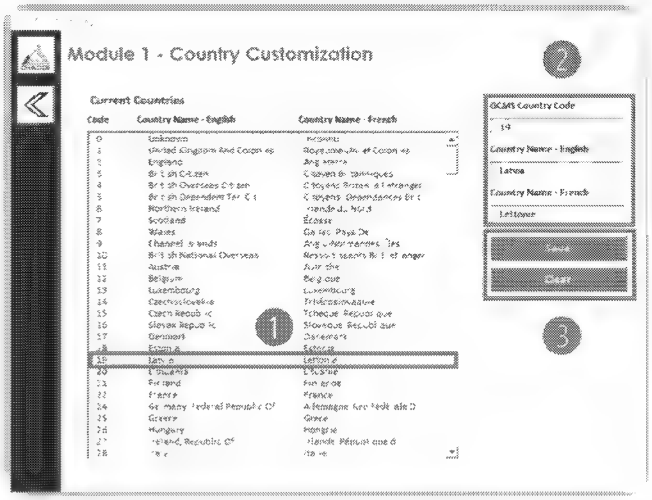
[redacted]

[redacted]

Country customization

To **customize a country** in the list, click on the ① **Country**, modify ②**GCMS country code** or the **name** then ③**Save** or **Clear** to return back to the whole list.

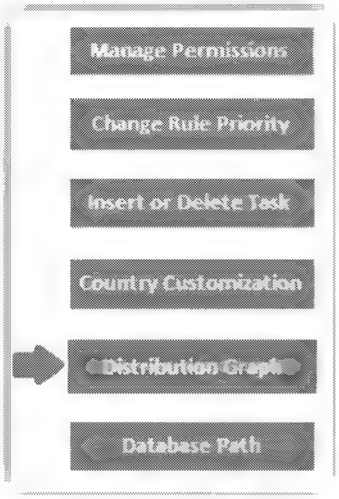

Manage Permissions
Change Rule Priority
Insert or Delete Task
Country Customization
Distribution Graph
Database Path


Module 1 - Country Customization
Current Countries
Code
Country Name - English
Country Name - French
①
②
③
Save
Clear

GCMS Country Code: 19
Country Name - English: Latvia
Country Name - French: Lettonie

Distribution graph

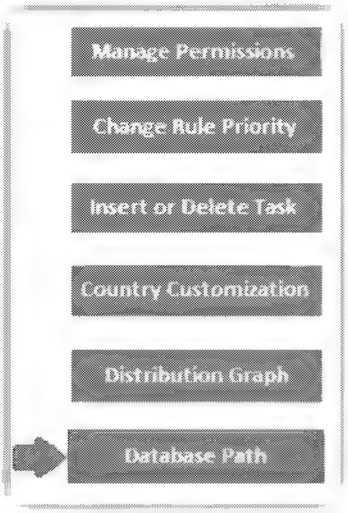
In this section you can visualize the chart related to your results.

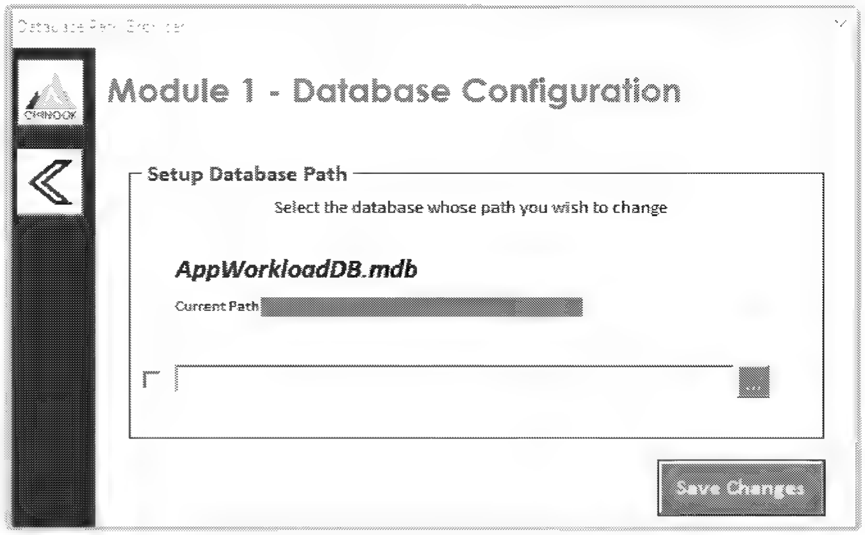

Manage Permissions
Change Rule Priority
Insert or Delete Task
Country Customization
Distribution Graph
Database Path

SAMPLE
SAMPLE

Database path

Lead Chinook to your database and save your changes. For more details, how to perform this setup, visit the section named 🖱 Initial setup.


Manage Permissions
Change Rule Priority
Insert or Delete Task
Country Customization
Distribution Graph
Database Path


CHINOOK

Module 1 - Database Configuration

Setup Database Path

Select the database whose path you wish to change

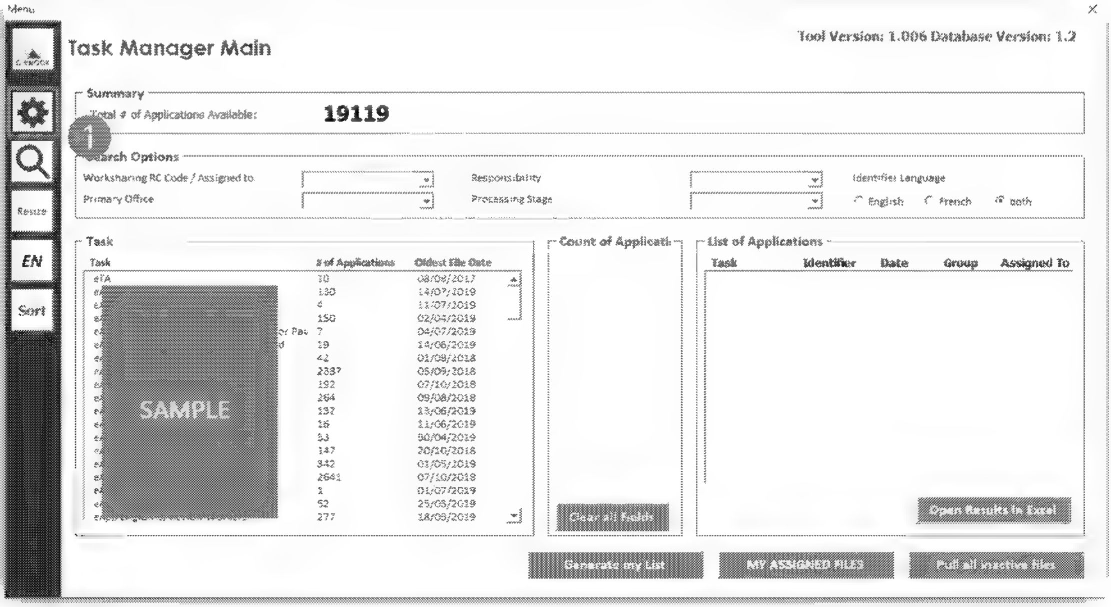
AppWorkloadDB.mdb

Current Path [redacted]

...
Save Changes

Full File List

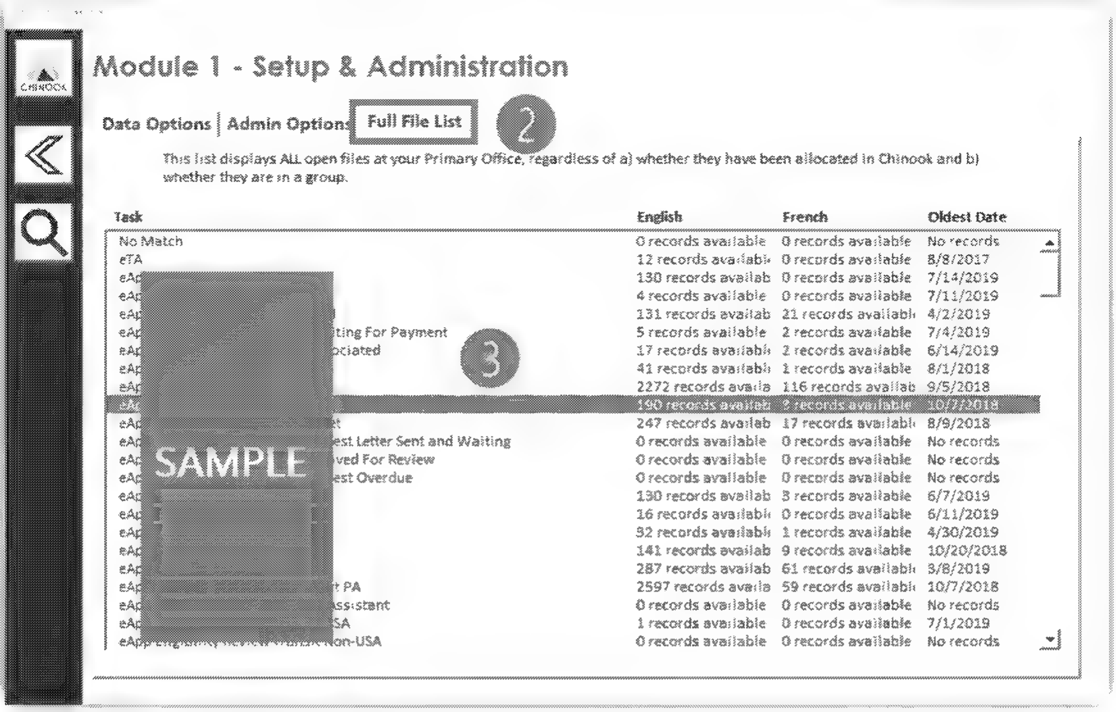
Edit Activities & Modify Rules


Menu
Task Manager Main
Tool Version: 1.006 Database Version: 1.2
Summary
Total # of Applications Available:
19119
1
Search Options
Worksharing RC Code / Assigned to
Primary Office
Responsibility
Processing Stage
Identifier Language
○ English
○ French
● both
Resize
EN
Sort
Task
Count of Applicati
List of Applications
Clear all Fields
Open Results in Excel
Generate my List
MY ASSIGNED FILES
Pull all inactive files

Task	# of Applications	Oldest File Date
eTA	10	08/08/2017
e [redacted]	130	14/07/2019
e [redacted]	4	11/07/2019
e [redacted]	150	02/04/2019
e [redacted] er Pay	7	04/07/2019
e [redacted] d	19	14/06/2019
e [redacted]	42	01/08/2018
e [redacted]	2387	05/09/2018
e [redacted]	192	07/10/2018
e [redacted]	264	09/08/2018
e [redacted]	132	13/06/2019
e [redacted]	15	11/06/2019
e [redacted]	53	30/04/2019
e [redacted]	147	20/10/2018
e [redacted]	342	01/05/2019
e [redacted]	2641	07/10/2018
e [redacted]	1	01/07/2019
e [redacted]	52	25/03/2019
e [redacted]	277	18/03/2019

Task	Identifier	Date	Group	Assigned To

To edit activities and/or modify rules, Click on the ① **Setup & Administration button**, select ② **Full File List** tab then **double click** on the ③ **Task** to edit.

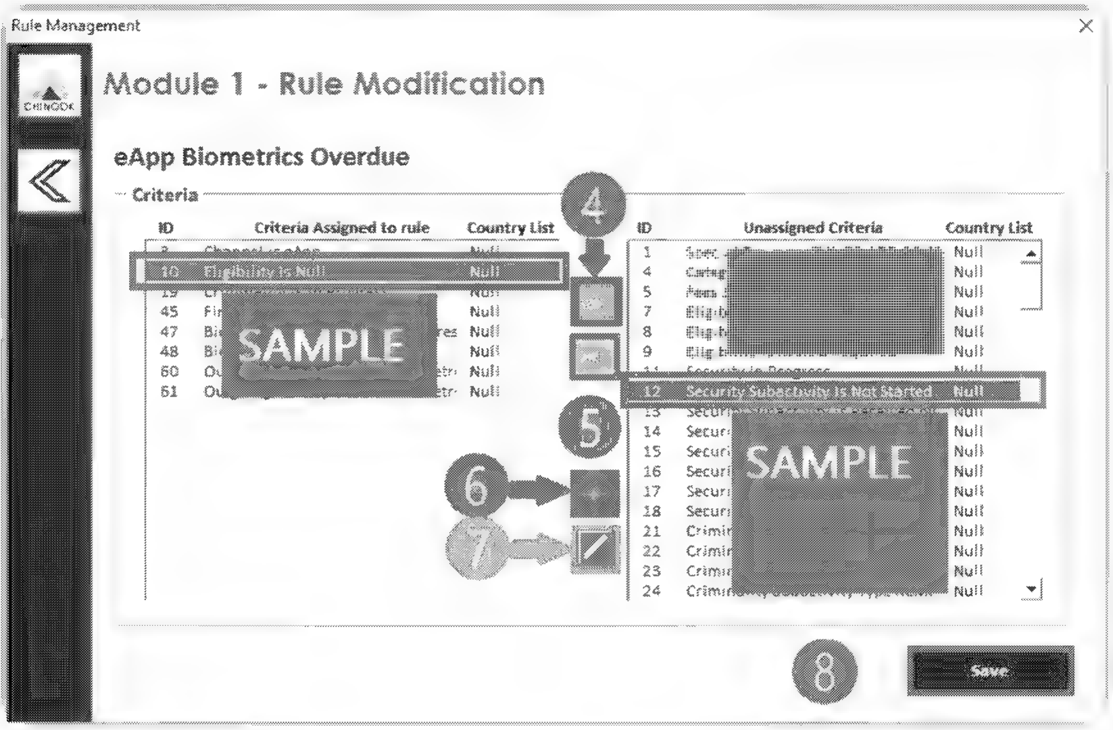

CHINOOK
Module 1 - Setup & Administration
Data Options
Admin Options
Full File List
2
3
SAMPLE

This list displays ALL open files at your Primary Office, regardless of a) whether they have been allocated in Chinook and b) whether they are in a group.

Task	English	French	Oldest Date
No Match	0 records available	0 records available	No records
eTA	12 records availabl	0 records available	8/8/2017
eA [redacted]	130 records availab	0 records available	7/14/2019
eA [redacted]	4 records available	0 records available	7/11/2019
eA [redacted]	131 records availab	21 records availabl	4/2/2019
eA [redacted] ting For Payment	5 records available	2 records available	7/4/2019
eA [redacted] ociated	17 records availabl	2 records available	6/14/2019
eA [redacted]	41 records availabl	1 records available	8/1/2018
eA [redacted]	2272 records availa	116 records availab	9/5/2018
eA [redacted]	190 records availab	9 records available	10/7/2018
eA [redacted] st	247 records availab	17 records availabl	8/9/2018
eA [redacted] est Letter Sent and Waiting	0 records available	0 records available	No records
eA [redacted] ved For Review	0 records available	0 records available	No records
eA [redacted] est Overdue	0 records available	0 records available	No records
eA [redacted]	130 records availab	3 records available	6/7/2019
eA [redacted]	16 records availabl	0 records available	6/11/2019
eA [redacted]	32 records availabl	1 records available	4/30/2019
eA [redacted]	141 records availab	9 records available	10/20/2018
eA [redacted]	287 records availab	61 records availabl	3/8/2019
eA [redacted] t PA	2597 records availa	59 records availabl	10/7/2018
eA [redacted] ssistant	0 records available	0 records available	No records
eA [redacted] SA	1 records available	0 records available	7/1/2019
eApp [redacted] on-USA	0 records available	0 records available	No records

Criteria's can be ④ **Unassigned** or ⑤ **Assigned** to the rule using the Middle Arrows. You can also ⑥ **Create a new criteria** or ⑦ **Edit/Modify** an existing one. Once completed Click ⑧ **SAVE** Button to save changes and close the window.

s.19(1)


Rule Management
CHINOOK
Module 1 - Rule Modification
eApp Biometrics Overdue
Criteria
4
5
6
7
8
SAMPLE
SAMPLE
Save

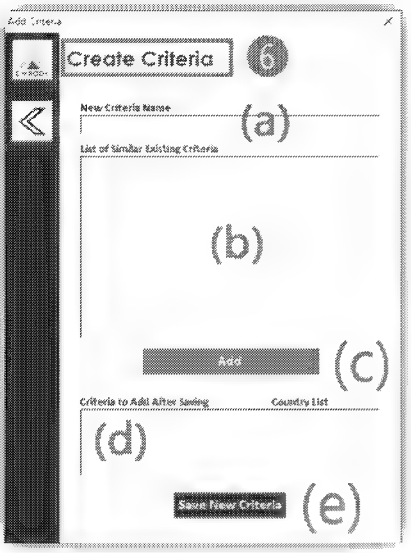
ID	Criteria Assigned to rule	Country List
10	Eligibility Is Null	Null
45	Fi	Null
47	Bi	Null
48	Bi	Null
60	Ou	Null
61	Ou	Null

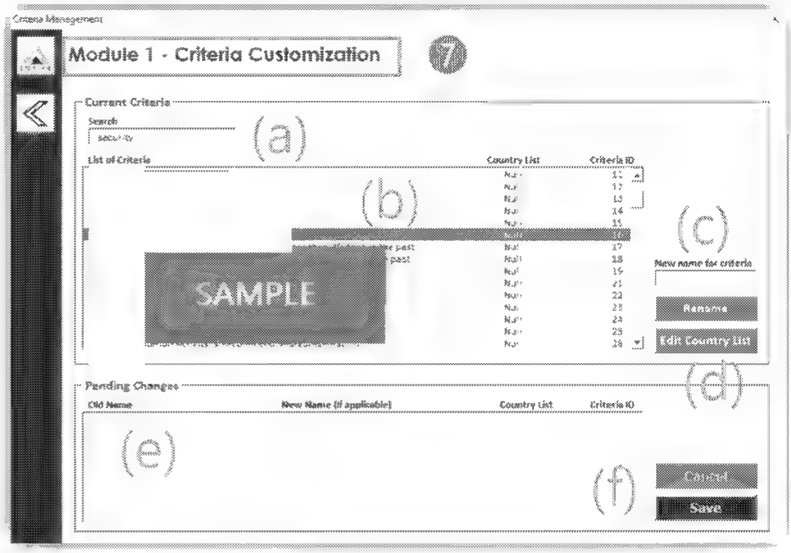
ID	Unassigned Criteria	Country List
1	[redacted]	Null
4	[redacted]	Null
5	[redacted]	Null
7	[redacted]	Null
8	[redacted]	Null
9	[redacted]	Null
12	Security Subactivity Is Not Started	Null
14	Secur	Null
15	Secur	Null
16	Secur	Null
17	Secur	Null
18	Secur	Null
21	Crimin	Null
22	Crimin	Null
23	Crimin	Null
24	Crimin	Null

Create / Edit criteria

To ⑥ **Create a new criteria,** enter the (a) **New criteria name,** a list of (b) **Similar criteria appears.** Click on (c) ADD button to prepare the (d) **List of new criteria's** to be (e) **Saved**.

To ⑦ **Edit/Modify** an existing criteria, lookup for (a) **Key word,** select your (b) **criteria** to (c) **Rename** it or (d) **Edit the country list**. Verify your (e) **pending changes** before you (f) **Save** or **Cancel**.


Add Criteria
Create Criteria
6
New Criteria Name
(a)
List of Similar Existing Criteria
(b)
Add
(c)
Criteria to Add After Saving
Country List
(d)
Save New Criteria
(e)


Criteria Management
Module 1 - Criteria Customization
7
Current Criteria
Search
(a)
List of Criteria
Country List
Criteria ID
(b)
SAMPLE
(c)
New name for criteria
Rename
Edit Country List
(d)
Pending Changes
Old Name
New Name (if applicable)
Country List
Criteria ID
(e)
(f)
Cancel
Save

Transitioning to Module 1

Module 1 is an inventory management tool for file triage and activity assignment. It replaces the need for various office-specific tools and GCMS queries. Module 1 automatically triages open applications according to the activity that needs to be completed next, and allows users to work on applications generated from a list of activity lines.

Module 1 streamlines the TR process regardless of processing office and allows for standardized work sharing procedures across the network. For Module 1 to correctly triage files into the required activity lines, officers must follow the standard operating procedures.

Transitioning to Module 1 and adjusting office file management procedures may take up-front resources but will deliver on efficiencies and time savings. Offices are encouraged to go through the standard operating procedures laid out in the activity dictionary to understand how each Module 1 activity should be handled in GCMS.

Helpful points to remember:

- Each activity line in Module 1 corresponds to a specific file state and action required in GCMS. Files move from one activity line to another after the required action is completed in GCMS and the file is ready for the subsequent action.
- Module 1 does not use paper file locations, organizations, temporary processing groups or GCMS user IDs for file management. Users should refrain from using these other methods to track files in GCMS, and GCMS assigned to fields must be cleared before setting up Module 1.
- Key file stages and their corresponding eligibility statuses are below. If your office does not follow these statuses, it is recommended that you choose a day to switch over your entire TR inventory accordingly.
- Key activities and their corresponding actions in GCMS for handling correspondence [redacted]
- [redacted] such as by creating or grouping pre-assessment or officer review lines by purpose of visit. However, offices should not deviate from the standard operating procedures and corresponding file states.

Stage	Eligibility Status	Activity
Initial Stage	Null	File preparation activities are underway (e.g., fees, biometrics)
Pre-Assessment	Review Required/Recommend Passed	A program assistant has pre-assessed the file and it is now ready for officer review
Officer Review	Passed/Failed/Recommend Interview	An officer has reviewed the file and made a decision or requested additional items (e.g, documents, verifications)
Post-Decision	Passed/Failed	An officer made a decision on the file and it is now ready for finalization (e.g., passport request, visa printing).

Specific procedures

Generalities

If you are currently using paper file locations or Organizations to manage your TR inventory, Chinook Taskmaster doesn't care. Those fields are not included in the module. However, Chinook Taskmaster has two rules which may conflict with your current inventory management system:

- ☞ **Applications in permanent groups are kept together**
- ☞ **Applications that have a value in the Assigned To field can only be pulled by that person**

Make sure that the **Assigned To field** is used sparingly; it should only be used when one specific person should perform the next task. It should not be used for routine file distribution or other tracking purposes.

- ✍ Ensure that GCMS IDs are removed from the field when you are finished with the task.

Close also **Temporary Processing groups** when you are done with them. There is an activity line in Module 1, ***Temporary Groups Open Ready for Review,*** to assist with inventory cleanup.

You are encouraged to perform a cleanup of **Assigned To** and obsolete **temporary groups** before using Chinook Taskmaster. If you don't, you may see unexpected results.

Chinook Taskmaster includes a **No Match** activity. Applications in this list do not match any activity, and are therefore off the rails or exceptional. A best practice is to include a quality control in your process, to review applications into the **No Match** activity, and provide feedback on correct file management.

Work-Sharing Procedures

You may be sharing or helping with some part of a **TR caseload** with another office. In this arrangement, the **Primary Office** remains that of the office primarily responsible for the caseload. Shared applications are processed by users **in the other office** with a GCMS role in the Primary Office. These SOPs do not apply to applications that are transferred to another office.

Work-sharing offices should ensure that they are using centralized data pulls for their own office and their workshare offices. The other office should be a secondary office on the applications. If not, you will need to perform a workaround (see below).

If you are working on caseloads for multiple primary offices, you can load the daily data for those offices and then use the Primary Office filter to select different workshare offices in the Taskmaster.

Secondary Office workaround

Use these workarounds if the other office is not a secondary office.

1. If you have a role in the secondary office, you can transfer the applications to the secondary office and then using your secondary office role, transfer them back to the primary office. This will set the other office as secondary on the applications.
2. Alternatively, do not set the other office as a secondary office; instead, you will assign the applications to individual users in the other office.

Primary Office

Pull applications in **Taskmaster** for the activity that you wish to share with the work-sharing office.

If the other office **is a secondary office**:

1. Query for the applications in GCMS under IMM > TR
2. Use Change Records to set the "**Assigned To**" to the **RC code** of the other office (e.g. [redacted]

If the other office **is not a secondary office**:

1. Query for the applications in GCMS under IMM>TR
2. Use Change Records to set the "**Assigned To**" to the **GCMS User ID** of the intended user

Other Office

Use the Work-sharing **RC Code/ Assigned to toggle** to find applications assigned to your **office** or **User ID**.

Appendix 1: Module 1 Correspondence Handling

What's missing	Item	Conditions	Eligibility status when Outgoing Correspondence sent:	Eligibility status when Item Requested provided:	Incoming Correspondence Requested Item status when provided:
Pre-eligibility					
Fees	Outgoing Correspondence Request Letter, Requested Item Payment Receipt	Fees are Outstanding	Null	Null or Review Required if file check done	Change to Received
Screening documents	Outgoing Correspondence Request Letter, Requested Item varies	none	Null	Null or Review Required if file check done	Change to Received
Any other documents except CAQ or Parental Consent	Outgoing Correspondence Request Letter, Requested Item varies		Recommend Interview	Null or Review Required if file check done	Change to Received
CAQ or Parental Consent	Outgoing Correspondence Request Letter, Requested Item is any of 'CAQ', 'Parent Consent Letter', 'Custodianship Decl. IMM5646', 'Parent Authorization to Travel'	none	Review Required	Do not change, and do not assign	Change to Received
Eligibility					
Any documents except CAQ or Parental Consent	Outgoing Correspondence Request Letter, Requested Item varies	none	Recommend Interview	Recommend Interview and assign to requester	Keep at Provided
Post-Eligibility					
CAQ or Parental Consent	Outgoing Correspondence Request Letter, Requested Item is any of 'CAQ', 'Parent Consent	none	Passed	Passed	Change to Received

	Letter', 'Custodianship Decl. IMM5646', 'Parent Authorization to Travel'				
Medical					
Procedural Fairness Response	Outgoing Correspondence Item Procedural Fairness Letter, Requested Item varies	Medical is Failed	Any	Any and assign to requester	Keep at Provided

Appendix 2: Module 1

What's needed	Verification activity status is set to:	Eligibility status is set to:	Misrep status is set to:	Corresponding Module 1 Activity Line

Prior	Rule	Criteria	Scenario	Actions
1	eTA	Crit|106	Your office has been forwarded an eTA for review	Review the eTA and take all required action.
2	eApp on Hold	Crit|3|130	The application has been put on hold.	Review on a periodic basis to determine why the application is on hold.
3	eApp Fee Code Required	Crit|3|5|10|45|49|80	A fee code is required. For example, the applicant has submitted biometrics under the 1 in 10 rule.	Update the fee code, for example to BTE.
4	eApp Fee Request Letter Required	Crit|3|5|10|45|80	Biometrics and fees are complete. The application is ready for file check before going to an officer for decision.	Follow the procedures for file checking.
5	eApp File Check VH-1	Crit|3|10|45|113|5	Biometrics and fees are complete. The application is ready for file check before going to an officer for decision.	Follow the procedures for file checking.
6	Fee Request To Be Sent Online	Crit|5|10|45|80|131	An application has been received online, but the fee status is outstanding. The client has not been requested to pay fees yet.	Determine if fees are required. If not, complete the fee line. If they are, you need to send request letter, due date in 30 days, requested item = Payment Receipt.
7	Fee Request To Be Sent via Email	Crit|5|10|45|80|132	An application has been received from the VAC, but the fee status is outstanding. The client has not been requested to pay fees yet. It is most likely that the fees have not yet been associated.	Ignore recent applications. However, check to see what the issue is with older applications. You may need to request fees.
8	Fee Request To Be Sent via Other	Crit|5|10|45|80|133	An application has been received from the VAC, but the fee status is outstanding. The client has not been requested to pay fees yet. It is most likely that the fees have not yet been associated.	Ignore recent applications. However, check to see what the issue is with older applications. You may need to request fees.
9	eApp Fee Request Letter Sent Waiting For Payment	Crit|3|5|10|45|51|53	The client needs to pay additional fees online and send you the receipt. The requested item has not been received yet, but the due date of 30 days has not passed.	No action required
10	eApp Fee Paid Waiting to be Associated	Crit|3|5|10|45|52	The client has paid the fees and has sent the receipt.	Associate the fees.
11	eApp Fees Overdue	Crit|3|5|10|45|51|54	The client was supposed to pay additional fees, but your office hasn't received them yet, and the due date is past.	Decide if the application should be refused for non-compliance.
12	eApp Biometrics Not Done Yet	Crit|3|10|19|45|47|48|60|62	The client needs to go to a VAC and give biometrics within the time limit on the biometric request letter.	If a client requests an extension, send a new biometric request letter.
13	eApp Biometric Letter Not Sent Yet	Crit|3|10|19|45|47|48	Fees are completed but there is no biometric letter and biometrics are still required. Preferred Correspondence Channel is Email. It may be that this is a VAC application where the biometrics have not yet been associated.	For VAC applications, ignore recent applications. However, for older applications, request biometrics or associate them if they have been requesting. This may require troubleshooting.

14	eApp Biometrics Overdue	Crit|3|10|19|45|47|48|60|61	The client should have gone to a VAC to give biometrics, but biometrics are not in the system and the due date is passed.	Check the biometric holding tank to see if the client did the biometrics. If they did, update the application with the biometrics ID and complete file checking procedures. If not, an officer needs to decide if the application should be refused for non-compliance. Forward the list of non-compliant applications to an officer for action.
15	Biometrics Letter To Be Sent Online	Crit|10|19|45|47|48|131	Fees are completed but there is no biometric letter and biometrics are still required. Preferred Correspondence Channel is Online.	Request biometrics or associate them if they have been requesting. This may require troubleshooting.
16	Biometrics Letter To Be Sent via Email	Crit|10|19|45|47|48|132	Fees are completed but there is no biometric letter and biometrics are still required. Preferred Correspondence Channel is Email. It may be that this is a VAC application where the biometrics have not yet been associated.	For VAC applications, ignore recent applications. However, for older applications, request biometrics or associate them if they have been requesting. This may require troubleshooting.
17	Biometrics Letter To Be Sent via Other	Crit|10|19|45|47|48|133	Fees are completed but there is no biometric letter and biometrics are still required. Preferred Correspondence Channel is Other.	For VAC applications, ignore recent applications. However, for older applications, request biometrics or associate them if they have been requesting. This may require troubleshooting.
18	eApp Screening Documents Request Letter Sent and Waiting	Crit|3|10|11|12|45|56|57	Your office has asked the client to submit additional documents for security review before the application is given to an officer. The client has not sent them yet, but the due date has not passed.	No action required
19	eApp Screening Documents Received For Review	Crit|3|10|11|12|45|55	The client has submitted the screening documents that were requested.	Review the documents to make sure they are the right documents, and then complete file checking procedures.
20	eApp Screening Documents Request Overdue	Crit|3|10|11|12|45|56|58	The client has not supplied the requested documents within the due date.	Decide if the application should be refused for non-compliance.
21	eApp Biometric Roll-Up Failed	Crit|3|19|45|47|49	The client has done Biometrics, but the system failed to roll up the status correctly.	Set the Biometrics Assessment status to Complete.
22	eApp Biometrics Poor Quality	Crit|3|19|45|47|50	The client has done Biometrics, but the fingerprints are poor quality.	Review the notes taken by the VAC and decide if there is a concern. If not, enter an exemption and reason.
23	eApp Pre-Check WP	Crit|3|10|81|122|172|45|87|102	Biometrics and fees are complete. The application is ready for pre-check before going to an officer for decision. Disable this task if centralized pre-check is not being used for your office's caseload.	Follow the procedures for pre-check.

24	eApp Pre-Check SP	Crit|3|10|81|121|172|45|102|87	Biometrics and fees are complete. The application is ready for pre-check before going to an officer for decision. Disable this task if centralized pre-check is not being used for your office's caseload.	Follow the procedures for pre-check.
	eApp Pre-Check TRV (disabled)	3|10|45|81|84|87|102|172	Biometrics and fees are complete. The application is ready for pre-check before going to an officer for decision. Disable this task if centralized pre-check is not being used for your office's caseload.	Follow the procedures for pre-check.
29	eApp File Check WP	Crit|3|10|45|102|122|176	Biometrics and fees are complete. The application is ready for file check before going to an officer for decision. WP applicant is the principal applicant/head of family (exemption code is not C42).	Follow the procedures for file checking.
30	eApp File Check SP Eligible DLI	Crit|3|10|45|102|121|173	Biometrics and fees are complete. The application is ready for file check before going to an officer for decision. Educational institution is on the list of eligible schools.	Follow the procedures for file checking.
31	eApp File Check WP C42	Crit|3|10|45|102|122|175	Biometrics and fees are complete. The application is ready for file check before going to an officer for decision. WP applicant is not the principal applicant/head of family (exemption code is C42).	Follow the procedures for file checking.
32	eApp File Check SP	Crit|3|10|45|121|102	Biometrics and fees are complete. The application is ready for file check before going to an officer for decision.	Follow the procedures for file checking.
33	eApp File Check SP Ineligible DLI	Crit|3|10|45|102|121	Biometrics and fees are complete. The application is ready for file check before going to an officer for decision. Educational institution is not on the list of eligible schools.	Follow the procedures for file checking.
34	eApp File Check PG-1	Crit|3|10|112|81|45|102|87	Biometrics and fees are complete. The application is ready for file check before going to an officer for decision.	Follow the procedures for file checking.
35	eApp File Check TRV	Crit|3|10|45|81|84|87|102	Biometrics and fees are complete. The application is ready for file check before going to an officer for decision.	Follow the procedures for file checking.
35	eApp Review Required Exemption No Written Authorization Required	Crit|3|9|45|87|180	Application is ready for officer review and associated Org ID is O266348314262 or O266348314393.	Go to Mod 3. Check to ensure that the client does not require written authorization to travel.
35	eApp Review Required Exemption Written Authorization Required	Crit|3|9|179|45|87	Application is ready for officer review and associated Org ID is O266348314463,O266348314503, O266348314563, O266348314613 or O266844994709	Go to Mod 3. Check to ensure that written authorization to travel is on file.

35	eApp Review Required TRV Compassionate Travel	Crit|3|9|181|45|87|84	Application is ready for officer review and the client-generated purpose of travel is Special Program Code C01, C02, or C03.	Go to Mod 3. Check that the client-generated purpose for travel is correct.
35	eApp Review Required Prior A34	Crit|3|9|45|102|147	On a previous application, the client was found to be inadmissible. Eligibility is set at Review Required.	Decide if the applicant is still inadmissible.
35	eApp Review Required Prior A35	Crit|3|9|45|102|153	On a previous application, the client was found to be inadmissible. Eligibility is set at Review Required.	Decide if the applicant is still inadmissible.
35	eApp Review Required Prior A36	Crit|3|9|45|102|149	On a previous application, the client was found to be inadmissible. Eligibility is set at Review Required.	Decide if the applicant is still inadmissible.
35	eApp Review Required Prior A37	Crit|3|9|45|102|151	On a previous application, the client was found to be inadmissible. Eligibility is set at Review Required.	Decide if the applicant is still inadmissible.
35	eApp Review Required Prior A38	Crit|3|9|45|102|148	On a previous application, the client was found to be inadmissible. Eligibility is set at Review Required.	Decide if the applicant is still inadmissible.
35	eApp Review Required Prior Assessment	Crit|3|9|45|102|156	On a previous application, the client was found to be inadmissible or has other possibly adverse history. Eligibility is set at Review Required.	Decide if the applicant is still inadmissible.
35	eApp Review Required D-1	Crit|3|9|143	The counterfoil category for this application is D-1. Eligibility is set at Review Required.	Follow procedures for diplomatic passport holders.
35	eApp Review Required O-1	Crit|3|9|144	The counterfoil category for this application is O-1. Eligibility is set at Review Required.	Follow procedures for official passport holders.
46	eApp Review Required VH-1 USA	Crit|3|9|47|113|45	The applicant stated on their application that their purpose of visit is Transit, and a program assistant found that either that they have a valid USA NIV and an itinerary showing travel to USA via Canada. Eligibility is set at Review Required.	Go to Mod 3. Check to see if the applicant has provided satisfactory evidence of a valid USA NIV. Update biometrics to Exempt - US Transit if the USA NIV is satisfactory.
47	eApp Review Required VH-1 Non-USA	Crit|3|45|113|102|9	The applicant stated on their application that their purpose of visit is Transit, and a program assistant found that either that they do not have a valid USA NIV or an itinerary showing travel to USA via Canada. Eligibility is set at Review Required.	Go to Module Three
48	eApp Review Required PG-1	Crit|3|45|87|112|9	The applicant stated on their application that their purpose of visit is Supervisa. Eligibility is set at Review Required.	Go to Module Three
49	eApp Review Required SP (Disabled)	Crit|3|121|9|45|87	The application is for a study permit. Eligibility is set at Review Required.	Go to Module Three

50	eApp Review Required WP	Crit|3|9|45|87|122|176	The application is for a work permit. Eligibility is set at Review Required. Educational institution is not on the list of eligible schools. WP applicant is the principal applicant/head of family (exemption code is not C42).	Go to Module Three
51	eApp Review Required SP Eligible DLI	Crit|3|9|45|87|121|173	The application is for a study permit. Eligibility is set at Review Required. Educational institution is on the list of eligible schools.	Go to Module Three
52	eApp Review Required WP C42	Crit|3|9|45|87|122|175	The application is for a work permit. Eligibility is set at Review Required. Educational institution is not on the list of eligible schools. WP applicant is not the principal applicant/head of family (exemption code is C42).	Go to Module Three
53	eApp Review Required SP Ineligible DLI	Crit|3|9|45|87|121	The application is for a study permit. Eligibility is set at Review Required.	Go to Module Three
54	eApp Review Required Returning Student	Crit|3|9|45|81|87|138	The application is for a returning student. Eligibility is set at Review Required.	Go to Module Three
55	eApp Review Required Returning Worker	Crit|3|9|45|81|87|139	The application is for a returnign worker. Eligibility is set at Review Required.	Go to Module Three
56	eApp Review Required SX-1	Crit|3|9|45|81|87|114	The applicant stated on their application that their purpose of visit is Short Term Studies. Eligibility is set at Review Required.	Go to Module Three
57	eApp Review Required TRV Family Visit	Crit|3|9|45|81|87|102|115|135|83	The applicant stated on their application that their purpose of visit is tourism. Eligibility is set at Review Required.	Go to Module Three
58	eApp Review Required TRV Tourism	Crit|3|9|45|81|83|87|102|115|134	The applicant stated on their application that their purpose of visit is family visit. Eligibility is set at Review Required.	Go to Module Three
59	eApp Review Required TRV	Crit|3|9|45|81|83|87|102|115|84	The application is for a temporary resident visa. Eligibility is set at Review Required.	Go to Module Three
60	eApp Review Required Can Plus	Crit|1|3|45|81|87|102|9	The applicant has declared that they meet Can Plus requirements, and the application is coded CUS. Eligibility is set at Review Required.	Go to Module Three
61	eApp Review Required 60 Plus	Crit|3|45|71|81|87|102|115|9	The applicant is sixty years of age or above. Eligibility is set at Review Required.	Go to Module Three
35	eApp Review Required Exemption No Written Authorization Required	Crit|3|45|180|87|126	Application is ready for officer review and associated Org ID is O266348314262 or O266348314393.	Go to Mod 3. Check to ensure that the client does not require written authorization to travel.

35	eApp Review Required Exemption Written Authorization Required	Crit|3|45|87|179|126	Application is ready for officer review and associated Org ID is O266348314463,O266348314503, O266348314563, O266348314613 or O266844994709	Go to Mod 3. Check to ensure that written authorization to travel is on file.
35	eApp Review Required TRV Compassionate Travel	Crit|3|45|87|126|181|84	Application is ready for officer review and the client-generated purpose of travel is Special Program Code C01, C02, or C03.	Go to Mod 3. Check that the client-generated purpose for travel is correct.
62	eApp Recommend Passed D-1	Crit|126|3|143	The counterfoil category for this application is D-1. Eligibility is set at Recommend Passed.	Follow procedures for diplomatic passport holders.
63	eApp Recommend Passed O-1	Crit|3|126|144	The counterfoil category for this application is O-1. Eligibility is set at Recommend Passed.	Follow procedures for official passport holders.
64	eApp Recommend Passed VH-1 USA	Crit|3|126|45|47|113	The applicant stated on their application that their purpose of visit is Transit, and a program assistant found that either that they have a valid USA NIV and an itinerary showing travel to USA via Canada. Eligibility is set at Recommend Passed.	Go to Mod 3. Check to see if the applicant has provided satisfactory evidence of a valid USA NIV. Update biometrics to Exempt - US Transit if the USA NIV is satisfactory.
65	eApp Recommend Passed SP (disabled)	Crit|3|45|87|121|126|102	The application is for a study permit. Eligibility is set at Recommend Passed.	Go to Module Three
66	eApp Recommend Passed VH-1 Non-USA	Crit|3|45|126|102|113	The applicant stated on their application that their purpose of visit is Transit, and a program assistant found that either that they do not have a valid USA NIV or an itinerary showing travel to USA via Canada. Eligibility is set at Recommend Passed.	Go to Module Three
67	eApp Recommend Passed PG-1	Crit|3|126|45|87|112	The applicant stated on their application that their purpose of visit is Supervisa. Eligibility is set at Recommend Passed.	Go to Module Three
68	eApp Recommend Passed WP	Crit|3|45|87|122|126|176	The application is for a work permit. Eligibility is set at Recommend Passed. WP applicant is the principal applicant/head of family (exemption code is not C42).	Go to Module Three
69	eApp Recommend Passed SP Eligible DLI	Crit|3|45|87|121|126|173	The application is for a study permit. Eligibility is set at Recommend Passed. Educational institution is on the list of eligible schools.	Go to Module Three
70	eApp Recommend Passed WP C42	Crit|3|45|87|122|126|175	The application is for a work permit. Eligibility is set at Recommend Passed. WP applicant is not the principal applicant/head of family (exemption code is C42).	Go to Module Three

71	eApp Recommend Passed SP Ineligible DLI	Crit|3|45|87|121|126	The application is for a study permit. Eligibility is set at Recommend Passed. Educational institution is not on the list of eligible schools.	Go to Module Three
72	eApp Recommend Passed Returning Student	Crit|3|45|87|126|138|81|102	The application is for a returning student. Eligibility is set at Recommend Passed.	Go to Module Three
73	eApp Recommend Passed Returning Worker	Crit|3|45|81|87|126|139|102	The application is for a returnign worker. Eligibility is set at Recommend Passed.	Go to Module Three
74	eApp Recommend Passed SX-1	Crit|3|45|81|87|114|126|102	The applicant stated on their application that their purpose of visit is Short Term Studies. Eligibility is set at Recommend Passed.	Go to Module Three
75	eApp Recommend Passed TRV Family Visit	Crit|3|45|81|87|102|115|126|135|83	The applicant stated on their application that their purpose of visit is tourism. Eligibility is set at Recommend Passed.	Go to Module Three
76	eApp Recommend Passed TRV Tourism	Crit|3|45|81|87|102|115|126|134|83	The applicant stated on their application that their purpose of visit is family visit. Eligibility is set at Recommend Passed.	Go to Module Three
77	eApp Recommend Passed TRV	Crit|3|45|81|84|87|102|115|126|83	The application is for a temporary resident visa. Eligibility is set at Recommend Passed.	Go to Module Three
78	eApp Recommend Passed Can Plus	Crit|3|1|45|126|81|87|102	The applicant has declared that they meet Can Plus requirements, and the application is coded CUS. Eligibility is set at Recommend Passed.	Go to Module Three
79	eApp Recommend Passed 60 Plus	Crit|3|45|126|71|81|87|102|115	The applicant is sixty years of age or above. Eligibility is set at Recommend Passed.	Go to Module Three
80	Eligibility Document Request To Be Sent Online	Crit|111|131|146	A document required for eligibility assessment needs to be requested through the online preferred correspondence channel.	When available, use the correspondence function in Mod 1, or use your office tool, or send manually. Set status of the request letter to sent.
81	eApp Eligibility Request Letter Sent Waiting For Response	Crit|3|45|56|57|87|111	An officer determined that additional documents were required. Eligibility was set to Recommend Interview and the documents were requested. Assigned To is BLANK. We are waiting for the applicant to supply them. The due date has not passed.	No action required
82	eApp Eligibility Documents Received	Crit|3|45|55|87|111	The client has provided additional documents.	Set Eligibility to Recommend Interview and set the Assigned To field to the GCMS ID of the person who requested the documents.
83	eApp Eligibility Documents Overdue	Crit|3|45|56|58|87|111	We requested documents but the applicant did not provide them within the due date.	You need to decide if the application should be refused for non-compliance.

84	eApp Verification Requested	Crit|3|29|45|111	An officer determined that a verification was required. The officer creates a Verification Activity at Not Started and sets Eligibility to Recommend Interview. Assigned To is BLANK unless a specific person or group should conduct the verification.	Conduct the verification. If you cannot complete it, set the Verification status to In Progress. If you complete it, set the Verification Status to Completed, and set the Assigned To to the initials of the person who requested the verification. If there is adverse info, set create a Misrep Activity, at status "Not Started".
85	eApp Verification Is In Progress pending a response	Crit|3|30|45|111	We are still waiting for a response for the verification: verification activity status is "In Progress".	No action required
86	eApp Verification PFL Sent	Crit|3|45|56|57|86|111	A procedural fairness letter (Document = Procedural Fairness Letter, Item Requested = Submissions) has been sent to the applicant. We are waiting for a response to the PFL.	No action required
87	eApp Verification PFL Received	Crit|3|45|55|86|111	The applicant has responded to the PFL.	Program Assistant: Set the Assigned to field to the initials of the officer who sent the PFL. Officer: Review the submissions and decide whether to make a Misrepresentation recommendation. If yes, set Eligibility to Failed and set status of the Misrepresentation activity to Recommend Misrepresentation. Enter a Misrepresentation recommendation in Notes. Set the Assigned To field to the delegated decision maker's GCMS ID. If no misrep, change the status of the Misrepresentation activity to "No Misrepresentation." Proceed with the eligibility decision.
88	eApp Verification PFL Overdue	Crit|3|45|56|58|86|111	The applicant has not responded to the PFL and the due date has passed.	Program Assistant: Set the Assigned to field to the initials of the officer who sent the PFL. Officer: Make a Misrepresentation recommendation. Set the Misrepresentation activity to Recommend Misrepresentation. Set Eligibility to Failed. Set the Assigned To field to the delegated decision maker's GCMS ID.
89	eApp Verification Completed Ready For Specific Officer Review	Crit|3|31|45|111|86	A response has been received for the verification and the Verifier has updated the application with the response. There result is adverse. The Verifier has set the Verification Status to Completed. The Verifier has created a Misrep Activity at "Not Started".	Send a procedural fairness letter to the applicant. In GCMS, set up a Procedural Fairness Letter correspondence item, with a requested Item of "Submissions". Set a due date of 30 days. [Go straight to PFL Generator]

90	eApp Verification Completed No Adverse Ready For Officer Review	Crit|3|31|45|111	A response has been received for the verification and the program assistant has updated the application with the response. The Program Assistant has set the Verification Status to Completed, and set the Assigned To to the initials of the person who requested the verification. There is no adverse info.	Finalize the application , taking into account the result of the verification.
91	eApp Misrepresentation Recommendation	Crit|3|8|28|45	An officer has recommended a finding of misrepresentation.	Take the Misrepresentation decision. Update the Misrepresentation Activity either to Misrepresentation or No Misrepresentation. Enter a final decision as usual. Remove your GCMS ID from the Assigned To field.
92	eApp Interview Scheduling Required	Crit|3|45|65	An officer has determined that an interview is required. No interview has yet been scheduled. The officer created an Event for the interview, at Not Started.	Schedule the interview and update the status to Scheduled.
93	eApp Interview is Scheduled and in the Future	Crit|3|45|66|68	An interview has been scheduled but due date has not passed.	No action required
94	eApp Interview is Scheduled but in the Past	Crit|3|45|66|69	An interview was scheduled but the client did not attend.	Determine whether the interview should be re-scheduled. If yes, schedule the interview again and change the status to Re-Scheduled. If more follow up is needed, change the status to No Show.
95	eApp Interview Follow Up Required	Crit|3|45|67|91	An interview was scheduled, the client did not attend, and the interview was not re-scheduled yet.	Either re-schedule the interview OR if no interview is to be re-scheduled, create a non-compliance activity at not started.
96	eApp Interview No Show Ready for Officer Review	Crit|3|45|67|70	An interview was scheduled, the client did not attend, and we will not re-schedule.	Decide whether to refuse the application. If refusing for non-compliance, fail the non-compliance activity.
97	eApp Security Info Request Sent	Crit|3|7|11|45|56|57|170	Partners have requested additional information. A program assistant created a Request Letter correspondence item, with appropriate requested items, with a due date of 30 days. The request was sent.	No action required
98	eApp Security Info Request Overdue	Crit|3|7|11|45|56|58|170	The applicant has not responded to the info request and the due date has passed.	Decide if the application should be refused for non-compliance.
99	eApp Security Info Request Received	Crit|3|7|11|45|55|170	The applicant has responded to the info request.	Send the information to partners.
100	eApp Security PFL Sent	Crit|3|7|11|16|45|56|57	A non-favourable opinion was received. The officer created a procedural fairness letter correspondence item, with a requested item of "submissions", with a due date of 30 days. Assigned To is requesting officer's GCMS ID. The PFL was sent.	No action required

101	eApp Security PFL Overdue	Crit|3|7|11|16|45|56|58	The applicant has not responded to the PFL and the due date has passed.	Decide if the application should be refused for inadmissibility grounds.
102	eApp Security PFL Response Received	Crit|3|7|11|16|45|55	The applicant has responded to the PFL.	Review the submissions and decide if the application should be refused for inadmissibility grounds.
103	eApp Security VIT Received by CBSA within service standards	Crit|3|7|11|13|18|45	A security screening request made less than 30 days ago has been received by CBSA.	No action required
104	eApp Security VIT Received by CBSA outside service standards	Crit|3|45|11|7|17|13	A security screening request made more than 30 days ago has been received by CBSA.	Follow up with CBSA
106	eApp Security VIT Is Hold	Crit|3|7|11|45|105	CBSA has put the screening request on hold.	No action required
107	eApp Security VIT Non-Favourable	Crit|3|7|16|45	A non-favourable opinion was received.	Create a procedural fairness letter correspondence item, with a requested item of "submissions", with a due date of 30 days. Set Assigned To your GCMS ID.
108	eApp Security VIT Inconclusive	Crit|3|7|11|15|45	An inconclusive opinion was received.	Decide if the applicant should be refused for inadmissibility grounds.
109	eApp Security VIT Failed Validation	Crit|3|7|11|14|45	A security screening request did not transmit properly.	Attempt to re-submit the security screening activity; if it fails, fix the issues identified on the error message.
110	eApp Security VIT Not Sent	Crit|3|7|11|12|45	Eligibility was passed and a security screening request was created but not sent.	Send the security screening request.
111	eApp Security is Failed	Crit|3|45|160	A decision-maker has failed the Security decision but has not Refused the application.	Refuse the application.
112	eApp Medical Request Sent and Waiting For Client	Crit|3|32|34|89|45	An officer determined that a medical examination was required. The officer checked the Meds checkbox, and the system has sent the Meds letter.	No action required
114	eApp Medical Request Sent and Waiting for Meds to Clear	Crit|3|32|35|45	An officer determined that a medical examination was required. The applicant has done the meds, but they are still in process in the system.	No action required
115	eApp Medical Request Sent and Overdue PA	Crit|3|32|34|36|45|91	An officer determined that a medical examination was required. It appears that the applicant has not done meds.	Determine if there is an issue preventing the client from doing the medicals. If no, create a non-compliance activity at Not Started.
116	eApp Medical Request Sent and Overdue Officer	Crit|3|32|34|36|45|70	An officer determined that a medical examination was required. It appears that the applicant has not done meds. A Program assistant has created a non-compliance activity.	Decide whether to refuse the application. If refusing for non-compliance, fail the non-compliance activity.
117	eApp Medical Ready to be Assessed	Crit|3|32|45|127	The regional medical office has completed the medical assessment and it needs to be reviewed by an officer.	Review the medical assessment, and set to complete.

118	eApp Medical Expired	Crit|3|7|32|45|87|99	The applicant has completed a medical exam but the validity has expired.	Determine if the medical results can be extended or the applicant is required to undergo a new medical exam.
119	eApp Medical Result Negative Ready for Review	Crit|3|32|33|45|55	The regional medical office has completed the medical assessment with a negative opinion.	Follow the procedures for negative medical opinions.
120	eApp Medical Result Negative PFL Sent	Crit|3|32|33|45|56|57	A procedural fairness letter (Document = Procedural Fairness Letter, Item Requested = Submissions) has been sent to the applicant. We are waiting for a response to the PFL.	No action required
122	eApp Medical Result Negative PFL Overdue	Crit|3|32|33|45|56|58	A procedural fairness letter (Document = Procedural Fairness Letter, Item Requested = Submissions) has been sent to the applicant. The due date has passed but no reply has been received.	Follow the procedures for negative medical opinions.
123	eApp Medical Result Negative	Crit|3|32|33|45	A procedural fairness letter (Document = Procedural Fairness Letter, Item Requested = Submissions) has been sent to the applicant. A response has been received.	Follow the procedures for negative medical opinions.
124	eApp Medical is Failed	Crit|3|45|37	A decision-maker has failed the Medical decision but has not Refused the application.	Refuse the application.
125	eApp Criminality PFL Sent	Crit|3|19|45|57|87|177|56	Evidence of criminality was received. The officer created a procedural fairness letter correspondence item, with a requested item of "submissions", with a due date of 30 days. Assigned To is requesting officer's GCMS ID. The PFL was sent.	No action required
126	eApp Criminality PFL Overdue	Crit|3|19|45|56|58|177|87	The applicant has not responded to the PFL and the due date has passed.	Decide if the application should be refused for inadmissibility grounds.
127	eApp Criminality PFL Response Received	Crit|3|19|45|55|177|87	The applicant has responded to the PFL.	Review the submissions and decide if the application should be refused for inadmissibility grounds.
128	eApp Criminality RCMP Request Sent	Crit|3|19|22|24|45	A criminality screening request made less than 30 days ago has been received by RCMP.	No action required
129	eApp Criminality RCMP Request Overdue	Crit|3|19|22|25|45	A criminality screening request made more than 30 days ago has been received by RCMP.	Follow up with RCMP
130	eApp Criminality RCMP Response Ready For Review	Crit|3|19|23|45	An opinion from RCMP has been received.	Review the opinion and decide if the application should be refused for inadmissibility grounds.
131	eApp Criminality is Failed	Crit|3|45|20	A decision-maker has failed Criminality but has not Refused the application.	Refuse the application.

132	eApp HIRV is Failed	Crit|3|45|162	A decision-maker has failed HIRV but has not Refused the application.	Refuse the application.
135	eApp Organized Crime is Failed	Crit|3|45|161	A decision-maker has failed the Organized Criminality decision but has not Refused the application.	Refuse the application.
136	eApp Other Requirements Non-Compliance is Failed	Crit|3|45|163	A decision-maker has failed the Other Requirments decision but has not Refused the application.	Refuse the application.
138	eApp Infosharing Waiting for CISU Response	Crit|3|38|39|45|92	An officer has noted that additional information needs to be requested from Infosharing partners. The officer has started an Infosharing Subactivity of type Biometric Additional Info at status Additional Information Required, due date 30 days	No action required
139	eApp Infosharing Waiting for CISU Response Overdue	Crit|3|38|39|45|94	An officer has noted that additional information needs to be requested from Infosharing partners. The officer has started an Infosharing Subactivity of type Biometric Additional Info at status Additional Information Required, but no response has been received from CISU.	Send an email to CISU to follow up.
140	eApp Infosharing Waiting for CISU Response Received	Crit|3|38|45|90|111	An officer has noted that additional information needs to be requested from Infosharing partners. The officer has started an Infosharing Subactivity of type Biometric Additional Info at status Additional Information Required, an a response has been received.	Review the information and take the appropriate eligibility or admissibility decisions.
141	eApp Infosharing Not Updated	Crit|3|7|38|45|90	An officer has passed Eligibility but has not correctly updated Infosharing subactitvities: they remain at "Ready to be assessed".	Review the inforsharing activities to ensure that adverse information has not been missed, and set status to Completed
142	Post-Eligibility Document Request To Be Sent Online	Crit|7|131|146	A CAQ or parental consent needs to be requested through the online preferred correspondence channel.	When available, use the correspondence function in Mod 1, or use your office tool, or send manually. Set status of the request letter to sent.
143	eApp Post-Eligibility Documents Requested	Crit|3|7|116|118|45|87	A CAQ or parental consent has been requested after eligibility, and we are waiting for a response.	No action required
144	eApp Post-Eligibility Documents Received	Crit|3|7|117|45|87	A CAQ or parental consent has been received.	Review the document to make sure that it is the document requested. If yes, update incoming item status to Received. If no, add a note, and assign to the requesting officer's GCMS ID.
145	eApp Post-Eligibility Documents Overdue	Crit|3|7|119|116|45|87	A CAQ or parental consent has been requested after eligibility, and the time limit for submission has passed.	Review the application and take a decision on possible non-compliance.

<table>
<tr><td>146</td><td>eApp Final Ready For Approval WP</td><td>Crit|3|7|45|81|87|97|98|99|100|101|102|103|104|122|176</td><td>Eligibility has been passed, and security screening or medicals have been completed. The application is now ready for approval, pending name search. All groups have now been closed. WP applicant is the principal applicant/head of family (exemption code is not C42).</td><td>Follow batch approval SOPs. Ensure that all visa counterfoils are set to Generate, and that all Permits are set to Authorized.</td></tr>
<tr><td>147</td><td>eApp Final Ready For Approval SP Eligible DLI</td><td>Crit|3|7|45|81|87|97|98|99|100|101|102|103|104|121|173</td><td>Eligibility has been passed, and security screening or medicals have been completed. The application is now ready for approval, pending name search. All groups have now been closed. Educational institution is on the list of eligible schools.</td><td>Follow batch approval SOPs. Ensure that all visa counterfoils are set to Generate, and that all Permits are set to Authorized.</td></tr>
<tr><td>148</td><td>eApp Final Ready for Approval WP C42</td><td>Crit|3|7|45|81|87|98|99|100|101|102|103|122|104|175</td><td>Eligibility has been passed, and security screening or medicals have been completed. The application is now ready for approval, pending name search. All groups have now been closed. WP applicant is not the principal applicant/head of family (exemption code is C42).</td><td>Follow batch approval SOPs. Ensure that all visa counterfoils are set to Generate, and that all Permits are set to Authorized.</td></tr>
<tr><td>149</td><td>eApp Final Ready For Approval SP Ineligible DLI</td><td>Crit|3|7|45|81|87|97|98|99|100|101|102|103|104|121</td><td>Eligibility has been passed, and security screening or medicals have been completed. The application is now ready for approval, pending name search. All groups have now been closed. Educational institution is not on the list of eligible schools.</td><td>Follow SOPs as per Student PDI. If approving, ensure that all visa counterfoils are set to Generate, and that all Permits are set to Authorized.</td></tr>
<tr><td>152</td><td>eApp Final Ready For Approval TRV</td><td>Crit|3|7|45|81|84|87|97|98|99|100|101|102|103|104</td><td>Eligibility has been passed, and security screening or medicals have been completed. The application is now ready for approval, pending name search. All family groups have now been closed.</td><td>Follow batch approval SOPs. Ensure that all visa counterfoils are set to Generate.</td></tr>
<tr><td>153</td><td>eApp Final Groups Open Ready For Review</td><td>Crit|3|45|81|87|7|46|97|98|99|100|101|102|103</td><td>Eligibility has been passed, and security screening or medicals have been completed. The application is now ready for approval, pending name search. Family groups need to be closed to facilitate batch approvals.</td><td>Spot check that applications in the group are all ready for visa, and then close the group.</td></tr>
<tr><td>154</td><td>eApp Temporary Groups Open Ready for Review</td><td>Crit|3|7|45|171|81|87|97|98|99|100|101|102|103</td><td>Eligibility has been passed, and security screening or medicals have been completed. The application is now ready for approval, pending name search. Temporary groups need to be closed to facilitate batch approvals.</td><td>Spot check that applications in the group are all ready for visa, and then close the group.</td></tr>
<tr><td>155</td><td>eApp Passed Biometrics Pending Eligible DLI</td><td>Crit|3|7|45|81|87|99|103|121|173</td><td>Eligibility has been passed, but biometrics are pending. Application type is a study permit. Educational institution is on the list of eligible schools.</td><td>Determine whether any action can be taken on the application, such as resending the biometric instruction letter.</td></tr>
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156	eApp Passed Biometrics Pending Ineligible DLI	Crit|3|7|45|81|87|99|103|121	Eligibility has been passed, but biometrics are pending. Application type is a study permit. Educational institution is not on the list of eligible schools.	Determine whether any action can be taken on the application, such as resending the biometric instruction letter.
157	eApp Approved Without Authorization Permits	Crit|3|4|42|63	An officer approved the application but did not set the permit to Authorized.	Follow batch approval SOPs for permit stage. Ensure that the Permit is at Status Authorized.
158	eApp Approved Without Generate Counterfoils	Crit|3|42|64	An officer approved the application but did not set the counterfoil to Generate.	Follow batch approval SOPs for permit stage. Ensure that the Counterfoil is at Status Generate.
159	Approved Passport Request To Be Sent Online	Crit|42|76|131	The application has been approved and an original passport request letter is at status Not Started. This should mean that there is no passport on file. The Preferred Correspondence Channel is Online.	Generate the original passport request letters and set to Sent, due date 30 days.
160	Approved Passport Request To Be Sent via Email	Crit|42|76|132	The application has been approved and an original passport request letter is at status Not Started. This should mean that there is no passport on file. The Preferred Correspondence Channel is Other.	The Original Passport Request Letter needs to be sent on paper. When available, this can be done through Module 1 or through your office's tool, or send manually via the VAC. Set the original passport request letters to Sent, due date 30 days.
161	Approved Passport Request To Be Sent via Other	Crit|42|76|133	The application has been approved and an original passport request letter is at status Not Started. This should mean that there is no passport on file. The Preferred Correspondence Channel is Other.	The Original Passport Request Letter needs to be sent on paper. When available, this can be done through Module 1 or through your office's tool, or send manually via the VAC. Set the original passport request letters to Sent, due date 30 days.
162	eApp Approved Passport Request Letter Sent	Crit|3|42|77|78	The application has been approved and an original passport request letter has been sent. We are waiting for the passport, and the due date has not yet passed.	If the applicant requests an extension, update the due date.
163	Paper File Info Request Sent	Crit|7|11|45|56|57|88|170	Partners have requested additional information. A program assistant created a Request Letter correspondence item, with appropriate requested items, with a due date of 30 days. The request was sent.	No action required
164	eApp Approved Passport Request Overdue	Crit|3|42|77|79	The application has been approved and an original passport request letter has been sent. We are waiting for the passport, and the due date has passed.	Determine if the application should be refused for non-compliance. If yes, start a non-compliance activity and set it to Failed.
165	eApp Eligibility Failed But No Final Decision	Crit|3|8|45|87	An officer has entered a failed decision at Eligibility but has not entered a Refused decision.	Enter the refusal decision and finalize the application.
166	eApp Refused Without Refusal Grounds	Crit|3|43|74	An officer has entered a refusal decision, but either did not select refusal grounds, or did not apply refusal grounds in a group.	Apply the refusal grounds, or if there are no refusal grounds, review the refusal notes and enter refusal grounds.

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<tr><td>167</td><td>Refused Refusal Letter To Be Sent Online</td><td>Crit|43|75|131</td><td>A refusal letter is at generate and needs to be sent through the online preferred correspondence channel.</td><td>Set status of the refusal letter to sent.</td></tr>
<tr><td>168</td><td>Paper File on Hold</td><td>Crit|88|130</td><td>The application has been put on hold.</td><td>Review on a periodic basis to determine why the application is on hold.</td></tr>
<tr><td>169</td><td>Paper File File Check VH-1</td><td>Crit|88|10|45|113|5</td><td>Biometrics and fees have been completed already, but eligibility is null. File check is required.</td><td>Follow the file check procedures.</td></tr>
<tr><td>170</td><td>Paper File Biometrics Not Done Yet</td><td>Crit|88|10|19|45|47|48|60|62</td><td>Biometrics done at the VAC have not yet been associated to the application, or you have received an application on paper that requires biometrics but the applicant has not done them yet.</td><td>For VAC files, associate the biometrics. Use this list to check that there are no older files without biometrics associated. You may need to request biometrics for some clients who did not do them at the VAC, for example, over the counter or mail in applications.</td></tr>
<tr><td>171</td><td>Paper File Biometrics Overdue</td><td>Crit|88|10|19|45|47|48|60|61</td><td>The client should have gone to a VAC to give biometrics, but biometrics are not in the system and the due date is passed.</td><td>Check the biometric holding tank to see if the client did the biometrics. If they did, update the application with the biometrics ID and complete file checking procedures. If not, an officer needs to decide if the application should be refused for non-compliance. Forward the list of non-compliant applications to an officer for action.</td></tr>
<tr><td>172</td><td>Paper File Fee Request Letter Sent Waiting For Payment</td><td>Crit|88|5|10|45|51|53</td><td>The client needs to pay additional fees and send you the receipt. The requested item has not been received yet, but the due date has not passed.</td><td>No action required</td></tr>
<tr><td>173</td><td>Paper File Fee Paid Waiting to be Associated</td><td>Crit|88|5|10|45|52</td><td>The client has paid the fees and has sent you the receipt.</td><td>Associate the fees.</td></tr>
<tr><td>174</td><td>Paper File Fees Overdue</td><td>Crit|88|5|10|45|51|54</td><td>The client was supposed to pay additional fees, but your office hasn't received them yet, and the due date is past.</td><td>Decide if the application should be refused for non-compliance. If yes, create a non-compliance activity and set it to Failed.</td></tr>
<tr><td>175</td><td>Paper File Screening Documents Request Letter Sent and Waiting</td><td>Crit|88|10|11|12|45|56|57</td><td>Your office has asked the client to submit additional documents for security review before the application is given to an officer. The client has not sent them yet, but the due date has not passed.</td><td>No action required</td></tr>
<tr><td>176</td><td>Paper File Screening Documents Received For Review</td><td>Crit|88|10|11|12|45|55</td><td>The client has submitted the screening documents that were requested.</td><td>Review the documents to make sure they are the right documents, and then complete file checking procedures.</td></tr>
<tr><td>177</td><td>Paper File Screening Documents Request Overdue</td><td>Crit|88|10|11|12|45|56|58</td><td>The client has not supplied the requested documents within the due date.</td><td>Decide if the application should be refused for non-compliance.</td></tr>
<tr><td>178</td><td>Paper File Biometric Roll-Up Failed</td><td>Crit|88|19|45|47|49</td><td>The client has done Biometrics, but the system failed to roll up the status correctly.</td><td>Set the status to Completed.</td></tr>
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179	Paper File Biometrics Poor Quality	Crit|88|19|45|47|50	The client has done Biometrics, but the fingerprints are poor quality.	Review the notes taken by the VAC and decide if there is a concern. If not, enter an exemption and reason.
180	Paper File File Check PG-1	Crit|10|45|87|88|112	Biometrics and fees have been completed already, but eligibility is null. File check is required.	Follow the file check procedures.
181	Paper File File Check SP	Crit|10|45|88|121	Biometrics and fees have been completed already, but eligibility is null. File check is required.	Follow the file check procedures.
182	Paper File File Check WP	Crit|10|45|88|122	Biometrics and fees have been completed already, but eligibility is null. File check is required.	Follow the file check procedures.
183	Paper File File Check TRV	Crit|10|45|84|88	Biometrics and fees have been completed already, but eligibility is null. File check is required.	Follow the file check procedures.
184	Paper File Eligibility Review Prior A34	Crit|9|45|88|102|147	On a previous application, the client was found to be inadmissible.	Decide if the applicant is still inadmissible.
185	Paper File Eligibility Review Prior A35	Crit|9|45|88|102|153	On a previous application, the client was found to be inadmissible.	Decide if the applicant is still inadmissible.
186	Paper File Eligibility Review Prior A36	Crit|9|45|88|102|149	On a previous application, the client was found to be inadmissible.	Decide if the applicant is still inadmissible.
187	Paper File Eligibility Review Prior A37	Crit|9|45|88|102|151	On a previous application, the client was found to be inadmissible.	Decide if the applicant is still inadmissible.
188	Paper File Eligibility Review Prior A38	Crit|9|45|88|102|148	On a previous application, the client was found to be inadmissible.	Decide if the applicant is still inadmissible.
189	Paper File Eligibility Review Prior Assessment	Crit|9|45|88|102|156	On a previous application, the client was found to be inadmissible or has other possibly adverse history.	Decide if the applicant is still inadmissible.
190	Paper File Eligibility Review D-1	Crit|9|45|88|143	The application is coded as D-1	Use this list to track inventories and to ensure that no application is failing to progress.
191	Paper File Eligibility Review O-1	Crit|9|45|88|144	The application is coded as O-1	Use this list to track inventories and to ensure that no application is failing to progress.
192	Paper File Eligibility Review VH-1 USA	Crit|88|9|47|113|45	The applicant stated on their application that their purpose of visit is Transit, and a program assistant found that either that they have a valid USA NIV and an itinerary showing travel to USA via Canada.	Use this list to track inventories and to ensure that no application is failing to progress.
193	Paper File Eligibility Review VH-1 Non-USA	Crit|10|45|88|113|102	The applicant stated on their application that their purpose of visit is Transit, and a program assistant found that either that they do not have a valid USA NIV or an itinerary showing travel to USA via Canada.	Use this list to track inventories and to ensure that no application is failing to progress.

194	Paper File Eligibility Review PG-1	Crit|88|45|87|112|9	The applicant stated on their application that their purpose of visit is Supervisa.	Use this list to track inventories and to ensure that no application is failing to progress.
195	Paper File Eligibility Review SP	Crit|9|45|87|88|121|81|102	The application is for a study permit.	Use this list to track inventories and to ensure that no application is failing to progress.
196	Paper File Eligibility Review WP	Crit|9|45|87|88|122|81|102	The application is for a work permit.	Use this list to track inventories and to ensure that no application is failing to progress.
197	Paper File Eligibility Review SX-1	Crit|88|114|9|45|102|81|87	The applicant stated on their application that their purpose of visit is Short Term Studies.	Use this list to track inventories and to ensure that no application is failing to progress.
198	Paper File Eligibility Review Returning Student	Crit|9|45|81|87|88|102|138	The application is for a returning student.	Use this list to track inventories and to ensure that no application is failing to progress.
199	Paper File Eligibility Review Returning Worker	Crit|9|45|81|87|88|102|139	The application is for a returning worker.	Use this list to track inventories and to ensure that no application is failing to progress.
200	Paper File Eligibility Review TRV Family Visit	Crit|9|45|81|83|87|88|102|115|135	The applicant stated on their application that their purpose of visit is family visit.	Use this list to track inventories and to ensure that no application is failing to progress.
201	Paper File Eligibility Review TRV Tourism	Crit|9|45|81|83|87|88|102|115|134	The applicant stated on their application that their purpose of visit is tourism.	Use this list to track inventories and to ensure that no application is failing to progress.
202	Paper File Eligibility Review TRV	Crit|9|45|81|83|84|87|88|102|115	The application is for a temporary resident visa.	Use this list to track inventories and to ensure that no application is failing to progress.
203	Paper File Eligibility Review Can Plus	Crit|1|45|81|87|88|102|9	The applicant has declared that they meet Can Plus requirements, and the application is coded CUS.	Use this list to track inventories and to ensure that no application is failing to progress.
204	Paper File Eligibility Review 60 Plus	Crit|45|71|81|87|88|102|115|9	The applicant is sixty years of age or above.	Use this list to track inventories and to ensure that no application is failing to progress.
205	Eligibility Document Request To Be Sent via Email	Crit|111|132|146	A document required for eligibility assessment needs to be requested through the email preferred correspondence channel.	When available, use the correspondence function in Mod 1, or use your office tool, or send manually. Set status of the request letter to sent.
206	Eligibility Document Request To Be Sent via Other	Crit|111|133|146	A document required for eligibility assessment needs to be requested through other preferred correspondence channel.	When available, use the correspondence function in Mod 1, or use your office tool, or send manually. Set status of the request letter to sent.
207	Paper File Eligibility Request Letter Sent Waiting For Response	Crit|45|56|57|87|88|111	An officer determined that additional documents were required. Eligibility was set to Review Required and the documents were requested. We are waiting for the applicant to supply them. The due date has not passed.	No action required
208	Paper File Eligibility Documents Received	Crit|45|55|87|88|111	The client has provided additional documents.	Set Eligibility to Recommend Interview and set the Assigned To field to the GCMS ID of the person who requested the documents. Provide the application to the officer.

209	Paper File Eligibility Documents Overdue	Crit|45|56|58|87|88|111	We requested documents but the applicant did not provide them within the due date.	You need to decide if the application should be refused for non-compliance.
210	Paper File Eligibility Failed But No Final Decision	Crit|8|45|87|88	An officer has entered a failed decision at Eligibility but has not entered a Refused decision.	Enter the refusal decision and finalize the application.
212	Paper File Verification Requested	Crit|29|45|88|111	An officer determined that a verification was required. The officer creates a Verification Activity at Not Started and sets Eligibility to Recommend Interview. Assigned To is BLANK.	Conduct the verification. If you cannot complete it, set the Verification status to In Progress. If you complete it, set the Verification Status to Completed, and set the Assigned To to the initials of the person who requested the verification.
213	Paper File Verification Is In Progress pending a response	Crit|30|45|88|111	We are still waiting for a response for the verification: verification activity status is "In Progress".	No action required
214	Paper File Verification PFL Sent	Crit|45|56|57|88|111|86	A procedural fairness letter (Document = Procedural Fairness Letter, Item Requested = Submissions) has been sent to the applicant. We are waiting for a response to the PFL.	No action required
216	Paper File Verification PFL Received	Crit|55|88|111|86	The applicant has responded to the PFL.	Review the submissions and decide whether to make a Misrepresentation recommendation. If yes, set Eligibility to Failed and set status of the Misrepresentation activity to Recommend Misrepresentation. Enter a Misrepresentation recommendation in Notes. Set the Assigned To field to the delegated decision maker's GCMS ID. If no misrep, change the status of the Misrepresentation activity to "No Misrepresentation." Proceed with the eligibility decision.
217	Paper File Verification PFL Overdue	Crit|45|56|58|88|111|86	The applicant has not responded to the PFL and the due date has passed.	Program Assistant: Set the Assigned to field to the initials of the officer who sent the PFL. Officer: Make a Misrepresentation recommendation. Set Eligibility to Failed. Set the Assigned To field to the delegated decision maker's GCMS ID.
220	Paper File Verification Completed Ready For Specific Officer Review	Crit|31|45|88|111|86	A response has been received for the verification and the program assistant has updated the application with the response. The Program Assistant has set the Verification Status to Completed, and set the Assigned To to the initials of the person who requested the verification. If there is adverse info, the PA has created a Misrep Activity at "Not Started".	Send a procedural fairness letter to the applicant. In GCMS, set up a Procedural Fairness Letter correspondence item, with a requested Item of "Submissions". Set a due date of 30 days. [Go straight to PFL Generator]

221	Paper File Verification Completed No Adverse Ready For Officer Review	Crit|88|31|45|111	A response has been received for the verification and the program assistant has updated the application with the response. The Program Assistant has set the Verification Status to Completed, and set the Assigned To to the initials of the person who requested the verification. There is no adverse info.	Finalize the application , taking into account the result of the verification.
222	Paper File Misrepresentation Recommendation	Crit|8|28|45|88	An officer has recommended a finding of misrepresentation.	Take the Misrepresentation decision. Update the Misrepresentation Activity either to Misrepresentation or No Misrepresentation. Enter a final decision as usual. Remove your GCMS ID from the Assigned To field.
223	Paper File Interview Scheduling Required	Crit|88|45|65	An officer has determined that an interview is required. No interview has yet been scheduled. The officer created an Event for the interview, at Not Started.	Schedule the interview and update the status to Scheduled.
224	Paper File Interview is Scheduled and in the Future	Crit|88|45|66|68	An interview has been scheduled but due date has not passed.	No action required
225	Paper File Interview is Scheduled but in the Past	Crit|88|45|66|69	An interview was scheduled but the client did not attend.	Determine whether the interview should be re-scheduled. If yes, schedule the interview again and change the status to Re-Scheduled. If more follow up is needed, change the status to No Show.
226	Paper File Interview Follow Up Required	Crit|88|45|67|91	An interview was scheduled, the client did not attend, and the interview was not re-scheduled yet.	Either re-schedule the interview OR if no interview is to be re-scheduled, create a non-compliance activity at not started.
227	Paper File Interview No Show Ready for Officer Review	Crit|88|45|67|70	An interview was scheduled, the client did not attend, and we will not re-schedule.	Decide whether to refuse the application. If refusing for non-compliance, fail the non-compliance activity.
228	Paper File Security Info Request Sent	Crit|7|11|45|56|57|88|170	Partners have requested additional information. A program assistant created a Request Letter correspondence item, with appropriate requested items, with a due date of 30 days. The request was sent.	No action required
229	Paper File Security Info Request Overdue	Crit|7|11|45|56|58|88|170	The applicant has not responded to the info request and the due date has passed.	Decide if the application should be refused for non-compliance.
230	Paper File Security Info Request Received	Crit|7|11|45|55|88	The applicant has responded to the info request.	Send the information to partners.
231	Paper File Security PFL Sent	Crit|88|7|11|16|45|56|57	A non-favourable opinion was received. The officer created a procedural fairness letter correspondence item, with a requested item of "submissions", with a due date of 30 days. Assigned To is requesting officer's GCMS ID. The PFL was sent.	No action required

232	Paper File Security PFL Overdue	Crit|88|7|11|16|45|56|58	The applicant has not responded to the PFL and the due date has passed.	Decide if the application should be refused for inadmissibility grounds.
233	Paper File Security PFL Response Received	Crit|88|7|11|16|45|55	The applicant has responded to the PFL.	Review the submissions and decide if the application should be refused for inadmissibility grounds.
234	Paper File Security VIT Received by CBSA within service standards	Crit|88|7|11|13|18|45	A security screening request made less than 30 days ago has been received by CBSA.	No action required
235	Paper File Security VIT Received by CBSA outside service standards	Crit|88|7|11|13|17|45	A security screening request made more than 30 days ago has been received by CBSA.	Follow up with CBSA
236	Paper File Security Is Hold	Crit|7|11|45|88|105	CBSA has put the screening request on hold.	No action required
237	Paper File Security VIT Non-Favourable	Crit|7|16|45|88	A non-favourable opinion was received.	Create a procedural fairness letter correspondence item, with a requested item of "submissions", with a due date of 30 days. Set Assigned To your GCMS ID.
238	Paper File Security VIT Inconclusive	Crit|88|7|11|15|45	An inconclusive opinion was received.	Decide if the applicant should be refused for inadmissibility grounds.
239	Paper File Security VIT Failed Validation	Crit|88|7|11|14|45	A security screening request did not transmit properly.	Attempt to re-submit the security screening activity; if it fails, fix the issues identified on the error message.
240	Paper File Security VIT Not Sent	Crit|88|7|11|12|45	Eligibility was passed and a security screening request was created but not sent.	Send the security screening request.
241	Paper File Security is Failed	Crit|45|88|160	A decision-maker has failed Security but has not Refused the application.	Refuse the application.
242	Paper File Medical Request Sent and Waiting For Client	Crit|88|32|34|89|45	An officer determined that a medical examination was required. The officer checked the Meds checkbox, and the system has sent the Meds letter.	No action required
243	Paper File Medical Request Sent and Waiting for Meds to Clear	Crit|88|32|35|45	An officer determined that a medical examination was required. The applicant has done the meds, but they are still in process in the system.	No action required
244	Paper File Medical Request Sent and Overdue PA	Crit|88|32|34|36|45|91	An officer determined that a medical examination was required. It appears that the applicant has not done meds.	Determine if there is an issue preventing the client from doing the medicals. If no, create a non-compliance activity at Not Started.
245	Paper File Medical Request Sent and Overdue Officer	Crit|88|32|34|36|45|70	An officer determined that a medical examination was required. It appears that the applicant has not done meds. A Program assistant has created a non-compliance activity.	Decide whether to refuse the application. If refusing for non-compliance, fail the non-compliance activity.
246	Paper File Medical Ready to be Assessed	Crit|32|45|88|127	The regional medical office has completed the medical assessment and it needs to be reviewed by an officer.	Review the medical assessment, and set to complete.

247	Paper File Medical Expired	Crit|7|32|45|87|99|88	The applicant has completed a medical exam but the validity has expired.	Determine if the medical results can be extended or the applicant is required to undergo a new medical exam.
248	Paper File Medical Result Negative Ready for Review	Crit|88|32|33|45|55	The regional medical office has completed the medical assessment with a negative opinion.	Follow the procedures for negative medical opinions.
249	Paper File Medical Result Negative PFL Sent	Crit|88|32|33|45|56|57	A procedural fairness letter (Document = Procedural Fairness Letter, Item Requested = Submissions) has been sent to the applicant. We are waiting for a response to the PFL.	No action required
250	Paper File Medical Result Negative PFL Overdue	Crit|88|32|33|45|56|58	A procedural fairness letter (Document = Procedural Fairness Letter, Item Requested = Submissions) has been sent to the applicant. The due date has passed but no reply has been received.	Follow the procedures for negative medical opinions.
251	Paper File Medical Result Negative	Crit|88|32|33|45	A procedural fairness letter (Document = Procedural Fairness Letter, Item Requested = Submissions) has been sent to the applicant. A response has been received.	Follow the procedures for negative medical opinions.
252	Paper File Medical is Failed	Crit|45|88|37	A decision-maker has failed Medical decision but has not Refused the application.	Refuse the application.
253	Paper File Criminality PFL Sent	Crit|88|19|21|45|56|57	Evidence of criminality was received. The officer created a procedural fairness letter correspondence item, with a requested item of "submissions", with a due date of 30 days. Assigned To is requesting officer's GCMS ID. The PFL was sent.	No action required
254	Paper File Criminality PFL Overdue	Crit|88|19|21|45|56|58	The applicant has not responded to the PFL and the due date has passed.	Decide if the application should be refused for inadmissibility grounds.
255	Paper File Criminality PFL Response Received	Crit|88|19|21|45|55	The applicant has responded to the PFL.	Review the submissions and decide if the application should be refused for inadmissibility grounds.
256	Paper File Criminality RCMP Request Sent	Crit|88|19|22|24|45	A criminality screening request made less than 30 days ago has been received by RCMP.	No action required
257	Paper File Criminality RCMP Request Overdue	Crit|88|19|22|25|45	A criminality screening request made more than 30 days ago has been received by RCMP.	Follow up with RCMP
258	Paper File Criminality RCMP Response Ready For Review	Crit|88|19|23|45	An opinion from RCMP has been received.	Review the opinion and decide if the application should be refused for inadmissibility grounds.
259	Paper File Criminality is Failed	Crit|45|88|20	A decision-maker has failed Criminality but has not Refused the application.	Refuse the application.

260	Paper File HIRV is Failed	Crit|45|88|162	A decision-maker has failed HIRV but has not Refused the application.	Refuse the application.
261	Paper File Organized Crime is Failed	Crit|45|88|161	A decision-maker has failed Organized crime but has not Refused the application.	Refuse the application.
262	Paper File Other Requirements Non-Compliance is Failed	Crit|45|88|163	A decision-maker has failed Other Requirements Non-Compliance but has not Refused the application.	Refuse the application.
263	Paper File Infosharing Waiting for CISU Response	Crit|38|39|45|88|92	An officer has noted that additional information needs to be requested from Infosharing partners. The officer has started an Infosharing Subactivity of type Biometric Additional Info at status Additional Information Required, due date 30 days	No action required
264	Paper File Infosharing Waiting for CISU Response Overdue	Crit|38|39|45|88|94	An officer has noted that additional information needs to be requested from Infosharing partners. The officer has started an Infosharing Subactivity of type Biometric Additional Info at status Additional Information Required, but no response has been received from CISU.	Send an email to CISU to follow up.
265	Paper File Infosharing Waiting for CISU Response Received	Crit|38|45|88|111|90	An officer has noted that additional information needs to be requested from Infosharing partners. The officer has started an Infosharing Subactivity of type Biometric Additional Info at status Additional Information Required, an a response has been received.	Review the information and take the appropriate eligibility or admissibility decisions.
266	Paper File Infosharing Not Updated	Crit|88|7|38|45|90	An officer has passed Eligibility but has not correctly updated Infosharing subactitvities: they remain at "Ready to be assessed".	Review the inforsharing activities to ensure that adverse information has not been missed, and set status to Completed
267	Post-Eligibility Document Request To Be Sent via Email	Crit|7|132|146	A CAQ or parental consent needs to be requested through the email preferred correspondence channel.	When available, use the correspondence function in Mod 1, or use your office tool, or send manually. Set status of the request letter to sent.
268	Post-Eligibility Document Request To Be Sent via Other	Crit|7|133|146	A CAQ or parental consent needs to be requested through other preferred correspondence channel.	When available, use the correspondence function in Mod 1, or use your office tool, or send manually. Set status of the request letter to sent.
269	Paper File Post-Eligibility Documents Requested	Crit|88|7|116|118|45|87	A CAQ or parental consent has been requested after eligibility, and we are waiting for a response.	No action required
270	Paper File Post-Eligibility Documents Received	Crit|88|7|117|45|87	A CAQ or parental consent has been received.	Review the document to make sure that it is the document requested. If yes, update incoming item status to Received. If no, add a note, and assign to the requesting officer's GCMS ID.

271	Paper File Post-Eligibility Documents Overdue	Crit|88|7|119|116|45|87	A CAQ or parental consent has been requested after eligibility, and the time limit for submission has passed.	Review the application and take a decision on possible non-compliance.
272	Paper File Final Ready For Approval TRV	Crit|88|7|45|81|84|87|97|98|99|100|101|102|103|104	Eligibility has been passed, and security screening or medicals have been completed. The application is now ready for approval, pending name search. All family groups have now been closed.	Follow batch approval SOPs. Ensure that all visa counterfoils are set to Generate.
273	Paper File Final Ready For Approval SP and WP	Crit|88|4|7|45|81|87|97|98|99|100|101|102|103|104	Eligibility has been passed, and security screening or medicals have been completed. The application is now ready for approval, pending name search. All family groups have now been closed.	Follow batch approval SOPs. Ensure that all visa counterfoils are set to Generate, and that all Permits are set to Authorized.
274	Paper File Final Groups Open Ready For Review	Crit|88|7|45|46|81|87|97|98|99|100|101|102|103	Eligibility has been passed, and security screening or medicals have been completed. The application is now ready for approval, pending name search. Family groups need to be closed to facilitate batch approvals.	Check that applications in the group are all ready for visa, and then close the group.
275	Paper File Temporary Groups Open Ready for Review	Crit|7|45|81|87|88|97|98|99|100|101|102|103|171	Eligibility has been passed, and security screening or medicals have been completed. The application is now ready for approval, pending name search. Temporary groups need to be closed to facilitate batch approvals.	Spot check that applications in the group are all ready for visa, and then close the group.
276	Paper File Approved Without Authorization Permits	Crit|88|4|42|63	An officer approved the application but did not set the permit to Authorized.	Follow batch approval SOPs for permit stage. Ensure that the Permit is at Status Authorized.
277	Paper File Approved Without Generate Counterfoils	Crit|88|42|64	An officer approved the application but did not set the counterfoil to Generate.	Follow batch approval SOPs for permit stage. Ensure that the Counterfoil is at Status Generate.
278	Paper File Approved Passport Request Letter Sent	Crit|88|42|77|78	The application has been approved and an original passport request letter has been sent. We are waiting for the passport, and the due date has not yet passed.	If the applicant requests an extension, update the due date.
279	Paper File Approved Passport Request Overdue	Crit|88|42|77|79	The application has been approved and an original passport request letter has been sent. We are waiting for the passport, and the due date has passed.	Determine if the application should be refused for non-compliance. If yes, start a non-compliance activity and set it to Failed.
280	Paper File Refused Without Refusal Grounds	Crit|88|43|74	An officer has entered a refusal decision, but either did not select refusal grounds, or did not apply refusal grounds in a group.	Apply the refusal grounds, or if there are no refusal grounds, review the refusal notes and enter refusal grounds.
281	Refused Refusal Letter To Be Sent via Email without Passport	Crit|43|75|76|132	A refusal letter is at generate and needs to be sent through the email preferred correspondence channel.	When available, use the correspondence function in Mod 1, or use your office tool, or send manually. Set status of the refusal letter to sent.

282	Refused Refusal Letter To Be Sent via Email	Crit|43|75|132	A refusal letter is at generate and needs to be sent through other preferred correspondence channel. The passport needs to be returned to the client.	When available, use the correspondence function in Mod 1, or use your office tool, or send manually. Set status of the refusal letter to sent.
283	Refused Refusal Letter To Be Sent via Other	Crit|43|75|133	A refusal letter is at generate and needs to be sent.	When available, use the correspondence function in Mod 1, or use your office tool, or send manually. Set status of the refusal letter to sent.
284	eApp Approved Pending Printing	Crit|3|42	The application has been approved and there is a counterfoil at Generate but there is no original passport request letter.	Review the application and create an original passport request letter.
285	Paper File Approved Pending Printing	Crit|42|88	The application has been approved and a counterfoil is at Generate. There is no original passport request letter in GCMS.	Use this list to track inventories and to ensure that no application is failing to progress.
286	Withdrawn Withdraw Letter To Be Sent Online	Crit|44|131	This application has been withdrawn but the withdrawal letter has not been sent.	Send the withdrawal letter to the applicant.
287	Withdrawn Withdraw Letter To Be Sent via Email	Crit|44|132	This application has been withdrawn but the withdrawal letter has not been sent.	Send the withdrawal letter to the applicant.
288	Withdrawn Withdraw Letter To Be Sent via Other	Crit|44|133	This application has been withdrawn but the withdrawal letter has not been sent.	Send the withdrawal letter to the applicant.
289	eApps pending group member	Crit|3|111|46|45|87	The applications are waiting for a member of the group.	No action required
290	Paper File Pending Group Member	Crit|88|111|46|45|87	The applications are waiting for a member of the group.	No action required
291	eApps No Match	Crit|3	These applications do not match any existing task.	Correct the issue that is preventing the application from falling under one of the existing tasks.
292	Paper File No Match	Crit|88	These applications do not match any existing task.	Correct the issue that is preventing the application from falling under one of the existing tasks.

Criteria_ID	Criteria	IRCC_Office_Acronym	Date_Added	Date_Depreciated	Alt_Question_EN	Alt_Question_FR	CountryCodes
1	Special Program CUS OR ADP OR ADS OR BEP OR WEP	IN	19-Apr-17	01-Jan-04	n	n	
2	Purpose of Visit	IN	19-Apr-17	01-Jan-04	n	n	
3	Channel is eApp	IN	19-Apr-17	01-Jan-04	n	n	
4	Category is SP or WP	IN	19-Apr-17	01-Jan-04	n	n	
5	Fees Status is Outstanding	IN	19-Apr-17	01-Jan-04	n	n	
6	Eligibility Recommend Interview or Recommend Passed	IN	19-Apr-17	01-Jan-04	n	n	
7	Eligibility Is Passed	IN	19-Apr-17	01-Jan-04	n	n	
8	Eligibility Is Failed	IN	19-Apr-17	01-Jan-04	n	n	
9	Eligibility Is Review Required	IN	19-Apr-17	01-Jan-04	n	n	
10	Eligibility Is Null	IN	19-Apr-17	01-Jan-04	n	n	
11	Security In Progress	IN	19-Apr-17	01-Jan-04	n	n	
12	Security Subactivity Is Not Started	IN	19-Apr-17	01-Jan-04	n	n	
13	Security Subactivity Is Received by CBSA	IN	19-Apr-17	01-Jan-04	n	n	
14	Security Subactivity Is Validation Failed	IN	19-Apr-17	01-Jan-04	n	n	
15	Security Subactivity Is Inconclusive	IN	19-Apr-17	01-Jan-04	n	n	
16	Security Subactivity Is Non-Favourable	IN	19-Apr-17	01-Jan-04	n	n	
17	Sec Subact Status Updated Date More than 30 Days Past	IN	19-Apr-17	01-Jan-04	n	n	
18	Sec Subact Status Updated Date Less than 30 Days Past	IN	19-Apr-17	01-Jan-04	n	n	
19	Criminality Is In Progress	IN	19-Apr-17	01-Jan-04	n	n	
20	Criminality Is Failed	IN	19-Apr-17	01-Jan-04	n	n	
21	Criminality Subactivity Type Criminality Is In Progress	IN	19-Apr-17	01-Jan-04	n	n	
22	Criminality Subactivity Type RCMP Is In Progress	IN	19-Apr-17	01-Jan-04	n	n	
23	Crim Subact Type RCMP IS NOT Not Started OR In Progress	IN	19-Apr-17	01-Jan-04	n	n	
24	Crim Subact Type RCMP Status Updated Date Less Than 30 Days Past	IN	19-Apr-17	01-Jan-04	n	n	
25	Crim Subact Type RCMP Status Updated Date More Than 30 Days Past	IN	19-Apr-17	01-Jan-04	n	n	
26	Misrepresentation Is In Progress	IN	19-Apr-17	01-Jan-04	n	n	
27	Misrepresentation Is Misrepresentation	IN	19-Apr-17	01-Jan-04	n	n	
28	Misrepresentation Activity Is Recommend Misrepresentation	IN	19-Apr-17	01-Jan-04	n	n	

29	Other Requirements Verification Status Is Not Started	IN	19-Apr-17	01-Jan-04	n	n	
30	Other Requirements Verif Status In Progress Level 1 or Level 2	IN	19-Apr-17	01-Jan-04	n	n	
31	Other requirements Verification Status Is Completed	IN	19-Apr-17	01-Jan-04	n	n	
32	Medical Is In Progress	IN	19-Apr-17	01-Jan-04	n	n	
33	Medical Is Failed	IN	19-Apr-17	01-Jan-04	n	n	
34	IME Status Is Not Started	IN	19-Apr-17	01-Jan-04	n	n	
35	IME Status Is In Progress	IN	19-Apr-17	01-Jan-04	n	n	
36	Medical Activity Update Date is More Than 30 Days in the Past	IN	19-Apr-17	01-Jan-04	n	n	
37	Medical Activity Is Failed	IN	19-Apr-17	01-Jan-04	n	n	
38	Infosharing Is in Progress	IN	19-Apr-17	01-Jan-04	n	n	
39	Infosharing Subactivity Is Additional Info Requested	IN	19-Apr-17	01-Jan-04	n	n	
40	Infosharing Subactivity Is Additional Info Received	IN	19-Apr-17	01-Jan-04	n	n	
41	IME Status Update Date is More Than 30 Days in the Past	IN	19-Apr-17	01-Jan-04	n	n	
42	Final Approved	IN	19-Apr-17	01-Jan-04	n	n	
43	Final Refused	IN	19-Apr-17	01-Jan-04	n	n	
44	Final withdrawn	IN	19-Apr-17	01-Jan-04	n	n	
45	Final Is Null	IN	19-Apr-17	01-Jan-04	n	n	
46	Active Group Is Yes	IN	19-Apr-17	01-Jan-04	n	n	
47	Biometric Assessment Is In Progress	IN	19-Apr-17	01-Jan-04	n	n	
48	Biometric Info Is Required	IN	19-Apr-17	01-Jan-04	n	n	
49	Biometric Info Is Completed	IN	19-Apr-17	01-Jan-04	n	n	
50	Biometric Info Is Poor Quality	IN	19-Apr-17	01-Jan-04	n	n	
51	Requested Item Insufficient Fees Request Status is Requested	IN	19-Apr-17	01-Jan-04	n	n	
52	Requested Item Insufficient Fees Request Status is Received	IN	19-Apr-17	01-Jan-04	n	n	
53	Requested Item Insuff Fees Request Due Date In The Future	IN	19-Apr-17	01-Jan-04	n	n	
54	Requested Item Insuff Fees Request Due Date In The Past	IN	19-Apr-17	01-Jan-04	n	n	
55	Requested Item Request Status is Received	IN	19-Apr-17	01-Jan-04	n	n	
56	Requested Item Request Status is Requested	IN	19-Apr-17	01-Jan-04	n	n	

57	Requested Item Request Due Date Is In The Future	IN	19-Apr-17	01-Jan-04	n	n	
58	Requested Item Request Due Date Is In The Past	IN	19-Apr-17	01-Jan-04	n	n	
59	Outgoing Correspondence Biometric Request Letter Not Started	IN	19-Apr-17	01-Jan-04	n	n	
60	Outgoing Correspondence Biometric Request Letter Sent	IN	19-Apr-17	01-Jan-04	n	n	
61	Outgoing Corresp Biometric Request Due Date In The Past	IN	19-Apr-17	01-Jan-04	n	n	
62	Outgoing Corresp Biometric Request Due Date In The Future	IN	19-Apr-17	01-Jan-04	n	n	
63	Doc Issu Doc IS WP OR SP Status IS NOT Authorized OR Confirmed	IN	19-Apr-17	01-Jan-04	n	n	
64	Document Issuance Document is Counterfoil Status Is Not Started	IN	19-Apr-17	01-Jan-04	n	n	
65	Event Is Not Started	IN	19-Apr-17	01-Jan-04	n	n	
66	Event Outcome Is Scheduled OR Re-Scheduled	IN	19-Apr-17	01-Jan-04	n	n	
67	Event Outcome Is No Show	IN	19-Apr-17	01-Jan-04	n	n	
68	Event Start Date Is In The Future	IN	19-Apr-17	01-Jan-04	n	n	
69	Event Start Date Is In The Past	IN	19-Apr-17	01-Jan-04	n	n	
70	Other Requirements Non-Compliance Subactivity is Not Started	IN	19-Apr-17	01-Jan-04	n	n	
71	Age is 60 Year or Over	IN	19-Apr-17	01-Jan-04	n	n	
72	Citizenship	IN	19-Apr-17	01-Jan-04	n	n	45|223
73	COR	IN	19-Apr-17	01-Jan-04	n	n	
74	Outgoing Correspondence Refusal Letter Is Not Started	IN	19-Apr-17	01-Jan-04	n	n	
75	Outgoing Correspondence Refusal Letter Is Generate	IN	19-Apr-17	01-Jan-04	n	n	
76	Outgoing Corresp Original Ppt Request Letter Is Not Started	IN	19-Apr-17	01-Jan-04	n	n	
77	Outgoing Corresp Original Ppt Request Letter Is Sent	IN	19-Apr-17	01-Jan-04	n	n	
78	Outgoing Corresp Original Ppt Request Letter Due Date In Future	IN	19-Apr-17	01-Jan-04	n	n	
79	Outgoing Corresp Original Ppt Request Letter Due Date In Past	IN	19-Apr-17	01-Jan-04	n	n	

80	Req Item Insuff Fees Req Status IS NOT Requested NOR Received	IN	19-Apr-17	01-Jan-04	n	n	
81	Fees Status is Completed	IN	19-Apr-17	01-Jan-04	n	n	
82	Special Program is Null or NOT CUS or NOT ADP or NOT ADS	IN	19-Apr-17	01-Jan-04	n	n	
83	Age is under 60	IN	19-Apr-17	01-Jan-04	n	n	
84	Category is NOT SP or WP	IN	19-Apr-17	01-Jan-04	n	n	
85	Citizenship Country Code	IN	19-Apr-17	01-Jan-04	n	n	223|45
86	Misrepresentation Activity Is Not Started	IN	19-Apr-17	01-Jan-04	n	n	
87	Misrepresentation Is Null OR No Misrepresentation	IN	19-Apr-17	01-Jan-04	n	n	
88	Channel is NOT eApp	IN	19-Apr-17	01-Jan-04	n	n	
89	Medical Activity Update Date is Less Than 30 Days in the Past	IN	19-Apr-17	01-Jan-04	n	n	
90	Infosharing Subactivity Is Ready to be Assessed	IN	19-Apr-17	01-Jan-04	n	n	
91	Oth Req NonComp Subact NOT NotStart NOR Fail NOR Pass NOR Cancel	IN	19-Apr-17	01-Jan-04	n	n	
92	Infosharing Status Update Date <= 30 Days in the Past	IN	19-Apr-17	01-Jan-04	n	n	
93	IME Status Update Date is Less Than 30 Days in the Past	IN	19-Apr-17	01-Jan-04	n	n	
94	Infosharing Status Update Date is More Than 30 Days in the Past	IN	19-Apr-17	01-Jan-04	n	n	
95	Criminality Subactivity Type Criminality Not In Progress	IN	19-Apr-17	01-Jan-04	n	n	
96	Misrepresentation Activity Is Not Misrep	IN	19-Apr-17	01-Jan-04	n	n	
97	Security IS NOT In Progress NOR Passed - Expired	IN	19-Apr-17	01-Jan-04	n	n	
98	Criminality Is NOT In Progress NOR Passed - Expired	IN	19-Apr-17	01-Jan-04	n	n	
99	Other Requirements Assessment IS NOT In Progress NOR Failed	IN	19-Apr-17	01-Jan-04	n	n	
100	Medical IS NOT In Progress or Passed - Expired	IN	19-Apr-17	01-Jan-04	n	n	
101	Infosharing IS NOT In Progress	IN	19-Apr-17	01-Jan-04	n	n	
102	Biometric Assessment IS NOT In Progress	IN	19-Apr-17	01-Jan-04	n	n	
103	Event Outcome IS NOT Not Started NOR Scheduled	IN	19-Apr-17	01-Jan-04	n	n	
104	Active Group Is No	IN	19-Apr-17	01-Jan-04	n	n	
105	Security Subactivity Is Hold	IN	24-May-18	01-Jan-04	n	n	
106	Subcategory Is eTA	IN	30-Jun-18	01-Jan-04	n	n	
107	Citizenship	IN	30-Jun-18	01-Jan-04	n	n	224|225|213

108	Citizenship	IN	30-Jun-18	01-Jan-04	n	n	206
109	Citizenship	IN	14-Jul-18	01-Jan-04	n	n	208|979|210
110	Citizenship	IN	20-Jul-18	01-Jan-04	n	n	223
111	Eligibility Interview	IN	24-Jul-18	01-Jan-04	n	n	
112	Counterfoil Category Is PG-1	IN	24-Jul-18	01-Jan-04	n	n	
113	Counterfoil Category Is VH-1	IN	24-Jul-18	01-Jan-04	n	n	
114	Counterfoil Category Is SX-1	IN	24-Jul-18	01-Jan-04	n	n	
115	Spec Prog IS NULL OR NOT CUS OR NOT ADP OR NOT ADS OR BEP OR WEP	IN	25-Jul-18	01-Jan-04	n	n	
116	Requested Item CAQ or Consent Status is Requested	IN	27-Jul-18	01-Jan-04	n	n	
117	Requested Item CAQ or Consent Status is Received	IN	27-Jul-18	01-Jan-04	n	n	
118	Requested Item CAQ or Consent Due Date Is In The Future	IN	27-Jul-18	01-Jan-04	n	n	
119	Requested Item CAQ or Consent Due Date Is In The Past	IN	27-Jul-18	01-Jan-04	n	n	
120	Req Item CAQ or Consent Status IS NOT Requested NOR Received	IN	27-Jul-18	01-Jan-04	n	n	
121	Category is SP	IN	13-Sep-18	01-Jan-04	n	n	
122	Category is WP	IN	13-Sep-18	01-Jan-04	n	n	
123	CoR	IN	13-Sep-18	01-Jan-04	n	n	208|210
124	CoR	IN	05-Nov-18	01-Jan-04	n	n	101|185
125	Eligibility Is Not Started	IN	27-Nov-18	01-Jan-04	n	n	
126	Eligibility Is Recommend Passed	IN	27-Nov-18	01-Jan-04	n	n	
127	Medical Is Ready to be Assessed	IN	27-Nov-18	01-Jan-04	n	n	
128	Security Subactivity Is Information Required	IN	27-Nov-18	01-Jan-04	n	n	
129	Other Requirements Derogatory Verification Is NOT In Progress	IN	27-Oct-19	01-Jan-04	n	n	
130	Application Status Is On Hold	IN	27-Oct-19	01-Jan-04	n	n	
131	Preferred Correspondence Channel is Online	IN	27-Oct-19	01-Jan-04	n	n	
132	Preferred Correspondence Channel is Email	IN	27-Oct-19	01-Jan-04	n	n	
133	Preferred Correspondence Channel is Other	IN	27-Oct-19	01-Jan-04	n	n	
134	Purpose of Travel is Tourism	IN	27-Oct-19	01-Jan-04	n	n	
135	Purpose of Travel is Family Visit	IN	27-Oct-19	01-Jan-04	n	n	
136	Purpose of Travel is Business	IN	27-Oct-19	01-Jan-04	n	n	
137	Purpose of Travel is Short-Term Studies	IN	27-Oct-19	01-Jan-04	n	n	

138	Purpose of Travel is Returning Student	IN	27-Oct-19	01-Jan-04	n	n	
139	Purpose of Travel is Returning Worker	IN	27-Oct-19	01-Jan-04	n	n	
140	Purpose of Travel is Super Visa	IN	27-Oct-19	01-Jan-04	n	n	
141	Purpose of Travel is Other	IN	27-Oct-19	01-Jan-04	n	n	
142	Purpose of Travel is Visit	IN	27-Oct-19	01-Jan-04	n	n	
143	Counterfoil Category Is D-1	IN	27-Oct-19	01-Jan-04	n	n	
144	Counterfoil Category Is O-1	IN	27-Oct-19	01-Jan-04	n	n	
145	Requested Item is NOT Requested NOR Received	IN	27-Oct-19	01-Jan-04	n	n	
146	Requested Item is Not Started	IN	27-Oct-19	01-Jan-04	n	n	
147	Security Is Not Started	IN	27-Oct-19	01-Jan-04	n	n	
148	Medical Is Not Started	IN	27-Oct-19	01-Jan-04	n	n	
149	Criminality Is Not Started	IN	27-Oct-19	01-Jan-04	n	n	
150	Org Crim IS NOT In Progress NOR Failed NOR Passed - Expired	IN	27-Oct-19	01-Jan-04	n	n	
151	Organized Criminality Is Not Started	IN	27-Oct-19	01-Jan-04	n	n	
152	Organized Criminality Is In Progress	IN	27-Oct-19	01-Jan-04	n	n	
153	HIRV Is Not Started	IN	27-Oct-19	01-Jan-04	n	n	
154	HIRV Is In Progress	IN	27-Oct-19	01-Jan-04	n	n	
155	HIRV Is NOT In Progress NOR Failed NOR Passed - Expired	IN	27-Oct-19	01-Jan-04	n	n	
156	Other Requirements Derogatory Verification Is Not Started	IN	27-Oct-19	01-Jan-04	n	n	
157	Other Requirements Non-Compliance is Not Started	IN	27-Oct-19	01-Jan-04	n	n	
158	Other Requirements Non-Compliance Is NOT In Progress NOR Failed	IN	27-Oct-19	01-Jan-04	n	n	
159	Other Requirements Non-Compliance Is In Progress	IN	27-Oct-19	01-Jan-04	n	n	
160	Security Is Failed	IN	27-Oct-19	01-Jan-04	n	n	
161	Organized Criminality Is Failed	IN	27-Oct-19	01-Jan-04	n	n	
162	HIRV Is Failed	IN	27-Oct-19	01-Jan-04	n	n	
163	Other Requirements Non-Compliance Is Failed	IN	27-Oct-19	01-Jan-04	n	n	
164	Application Number ends with a 1	IN	27-Oct-19	01-Jan-04	n	n	
165	Application Number ends with a 1 or 3	IN	27-Oct-19	01-Jan-04	n	n	
166	Application Number ends with a 1, 3 or 5	IN	27-Oct-19	01-Jan-04	n	n	
167	Application Number ends with a 1, 3, 5 or 7	IN	27-Oct-19	01-Jan-04	n	n	

168	Application Number ends with a 1, 3, 5, 7 or 9	IN	27-Oct-19	01-Jan-04	n	n
169	Application Number Second Digit from End is a 1	IN	27-Oct-19	01-Jan-04	n	n
170	Sec Subact IS Received by CBSA OR Hold OR Information Required	IN	27-Oct-19	01-Jan-04	n	n
171	Temporary Group is Active	IN	27-Oct-19	01-Jan-04	n	n
172	PPT Review Status Null	IN	19-Jun-20	01-Jan-04	n	n
173	Eligible DLI	IN	23-Oct-20	01-Jan-04	n	n
174	Not Eligible DLI	IN	23-Oct-20	01-Jan-04	n	n
175	WP Exemption Code is C42	IN	23-Dec-20	01-Jan-04	n	n
176	WP Exemption Code is Not C42	IN	23-Dec-20	01-Jan-04	n	n
177	Outgoing Correspondence Procedural Fairness Letter Sent	IN	10-Feb-21	01-Jan-04	n	n
178	Application Number Second Digit from End is NOT a 1	IN	10-Feb-21	01-Jan-04	n	n

Arnal.Maria

From:	Clinton-Baker.Sarah
Sent:	August 17, 2021 4:10 PM
To:	IN Chinook / Chinook RI (IRCC)
Cc:	Triantafillou.Thomas
Subject:	RE: Mod 3 - Remote processing for IRCC Hong Kong

Hi Alexis –

Thank you for your quick reply. Yes to all your questions, I have already changed my position to Hong Kong and have access to both drives linked below.

I actually took the initiative to go ahead and set up Mod 3 based on Tom's instructions – and while I've yet to receive any file assignments, it appears to be working fine with the few files that I inputted as a test. I'll be receiving lists of files from Hong Kong via email from Kevin Lee (likely starting tomorrow) and will let you know if I need any further assistance with the set up then.

I'm happy to direct these questions to colleagues in Hong Kong, but if the IN Chinook team has any advice or anything that may be particular to my situation of processing remotely and having my own Mod 3 set up – I would appreciate having a look at that. Also, if the Chinook team has any reference material on updates made to Mod 3 in the past year I would appreciate being able to have a read of it (I last used Mod 3 in Feb 2020). I know that Hong Kong is using Chinook + and has mentioned how Mod 5 feeds into refusals now, which is all new to me.

Thanks again!

Sarah Clinton-Baker

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Sarah.Clinton-Baker@cic.gc.ca / Tél.: 613-437-9162

From: IN Chinook / Chinook RI (IRCC)
Sent: August 17, 2021 3:53 PM
To: Clinton-Baker.Sarah
Cc: Triantafillou.Thomas
Subject: RE: Mod 3 - Remote processing for IRCC Hong Kong

Hi Sarah,

I'm filling in for Donna, who normally manages the Chinook inbox. As I am not sure which step of the process you are in can you please confirm the below:

- Has your GCMS user account been updated to indicate the appropriate primary office (Hong Kong)?
- Do you have access to the RIO drive (\\nhq.ci.gc.ca\Groups\IN\RIO\Chinook)? – I think you already do.
- Do you have access to the Chinook Network Drive (file://njes1s6857/EDW_CHINOOK/)?

Thanks,

Alexis Fernandez
IN Chinook

From: Clinton-Baker.Sarah
Sent: August 17, 2021 11:17 AM
To: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Cc: Triantafillou.Thomas <thomas.triantafillou@international.gc.ca>
Subject: Mod 3 - Remote processing for IRCC Hong Kong

Good afternoon IN Chinook Team,

I have recently started my assignment with IRCC Hong Kong virtually. To start with, I will be working on the SP LOB and we are hoping that I can set up Mod 3 locally. I wanted to touch base with the Chinook team and ensure that it is ok for me to be accessing the databases (to which I still have access through my work on MOD 1 with the RROC CEC team). I also wanted to verify if there were any other considerations I should be aware of working with Mod 3 from my own environment.

Thank you,

Sarah Clinton-Baker

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Arnal.Maria

From:	Drissi El-Bouzaidi.Imane
Sent:	September 28, 2021 9:32 AM
To:	IN Chinook / Chinook RI (IRCC); Rushton.Robin-Leah
Cc:	CN HQ TR / RT AC RC (IRCC)
Subject:	FW: MOD1,

Good morning,

There is a bit of uncertainty about how Mod 1 for the caseload will be updated with the AA rest of the world model. I understand there is content in the User manual but if there is a training or meeting being set up (which I think Robin you referred to this morning?) could we please request that CPC-O be included?

Thank you kindly,

Imane Drissi El-Bouzaidi

Senior Program Advisor, Centralized Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Imane.DrissiEl-Bouzaidi@cic.gc.ca / Tel: 514-980-0130

Conseiller principale en programmes, Réseau centralisé
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Imane.DrissiEl-Bouzaidi@cic.gc.ca / Tel: 514-980-0130

From: Vandentillaart.Julie
Sent: September 28, 2021 8:54 AM
To: CN HQ TR / RT AC RC (IRCC)
Cc: Drissi El-Bouzaidi.Imane ; Jewett.Natalie
Subject: MOD1,

Good morning Imane,

Has there been any updates for and the use of MOD1 with the AA rest of world model?
Can we go ahead and start using this? Can training be provided to the Iran team at CPC-O?

Thank you,

Julie Vandentillaart

Gestionnaire des Operations, URT – CTD-O, Réseau centralisé
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Julie.Vandentillaart@cic.gc.ca /

Operations Manager, TRU – CPC-O, Centralized Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Julie.Vandentillaart@cic.gc.ca /

Arnal.Maria

From: IN Chinook / Chinook RI (IRCC)
Sent: September 20, 2021 7:55 PM
To: 'Sarah.Finall@international.gc.ca'
Cc: Frohberg.Alyssa; [redacted] IN Chinook / Chinook RI (IRCC)
Subject: RE: Mod3+ permissions and Docs
Attachments: Release - Chinook+ version 4.8.39 / Mise en place - Chinook+ version 4.8.39; Chinook+ User manual / Chinook+ Manuel de L'utilisateur

Hi Sarah

Thank you for reaching IN Chinook.

Please reach out to your Chinook Area Expert (Alyssa Frohberg or [redacted] who will support with having PSPAN using Chinook+. Attached is the email sent out with instruction to install Chinook+ and the user manual.

Let me know if access to the Chinook Network Drive is required and for which user.

Donna Hickey

Program Officer, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Donna.Hickey@cic.gc.ca / Tel: 613-437-7260

, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Donna.Hickey@cic.gc.ca / Tél.: 613-437-7260

From: Sarah.Finall@international.gc.ca
Sent: September 15, 2021 2:59 PM
To: IN Chinook / Chinook RI (IRCC)
Subject: Mod3+ permissions and Docs

Good day

I am seeking to request the permissions for Chinook Mod 3+ for PSPAN users. My apologies I am new to this process. Please advise what you require to grant permissions for our office to implement.

Thank you

Sarah Finall

Migration Program Manager | Gestionnaire du programme de migration
Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada

Sarah.Finall@international.gc.ca
High Commission of Canada | Haut commissariat du Canada
3-3A Sweet Briar Road
Port of Spain

Trinidad and Tobago | Trinité-et-Tobago

s.16(2)

Arnal.Maria

From:	Thomas.Jessica
Sent:	September 24, 2021 10:02 AM
To:	Luo.Xiang; Cantin.Marco; Celestin.Jonathan
Cc:	IN Chinook / Chinook RI (IRCC); IN RAO / AOR RI (IRCC)
Subject:	RE: Mod5

Success!

Thanks for following up Marco – much appreciated.

Jessica Thomas
(elle/her)

Assistant Director, Centralized Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Jessica.Thomas@cic.gc.ca / Tel:

Directrice Ajointe, Réseau centralisé
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Jessica.Thomas@cic.gc.ca / Tél.:

From: Luo.Xiang
Sent: Friday, September 24, 2021 9:52 AM
To: Cantin.Marco ; Thomas.Jessica ; Celestin.Jonathan
Cc: IN Chinook / Chinook RI (IRCC) ; IN RAO / AOR RI (IRCC)
Subject: RE: Mod5

Good day,

The following is a new test result today. It appears the chinook is working properly this time.

Thanks, ☺

s.16(1)(c)

s.16(2)(c)

s.19(1)

MODULE 3 - Decision Maker

Selected Region: Canada

Officer Section | Historical Data Section

Application #	Group #	Action	Associated Organisations	Biometrics - Details	Info Sharing

Xiang Luo

Case Processing Officer, Centralized Network

Immigration, Refugees and Citizenship Canada / Government of Canada
Xiang.Luo@cic.gc.ca / Tel: 873-408-0586

, Réseau centralisé
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Xiang.Luo@cic.gc.ca / Tél.: 873-408-0586

From: Cantin.Marco <Marco.Cantin@cic.gc.ca>
Sent: September 24, 2021 9:17 AM
To: Luo.Xiang <Xiang.Luo@cic.gc.ca>; Thomas.Jessica <Jessica.Thomas@cic.gc.ca>; Celestin.Jonathan <Jonathan.Celestin@cic.gc.ca>
Cc: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>; IN RAO / AOR RI (IRCC) <IRCC.INRAO-AORRI.IRCC@cic.gc.ca>
Subject: RE: Mod5

Hello Xiang, Jessica,

Were you able to update the MOD5?
The link is the same for everyone. If you have an issue with the access, you should email IN Chinook for requesting access to it and then I suppose, IN Chinook will contact the appropriate people to grant you access.

Merci / Thank you

Marco

From: Cantin.Marco
Sent: Thursday, September 23, 2021 12:26 PM
To: Luo.Xiang <Xiang.Luo@cic.gc.ca>; Thomas.Jessica <Jessica.Thomas@cic.gc.ca>; Celestin.Jonathan <Jonathan.Celestin@cic.gc.ca>
Cc: Clack.Trevor <Trevor.Clack@cic.gc.ca>; IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>; IN RAO / AOR RI (IRCC) <IRCC.INRAO-AORRI.IRCC@cic.gc.ca>
Subject: RE: Mod5

Hello folks,

1. Pls keep doing what you were used to do to update MOD5
2. See if the problem with the SP is solve,
3. I have to verify with Trevor if CN has the same link as IN
4. then we will give you access to the link accordingly

Merci / Thank you

Marco

s.16(2)

From: Luo.Xiang
Sent: Wednesday, September 22, 2021 2:21 PM
To: Thomas.Jessica <Jessica.Thomas@cic.gc.ca>; Celestin.Jonathan <Jonathan.Celestin@cic.gc.ca>
Subject: RE: Mod5

Ok, will try. ☺

Xiang Luo

Case Processing Officer, Centralized Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Xiang.Luo@cic.gc.ca / Tel: 873-408-0586

, Réseau centralisé
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Xiang.Luo@cic.gc.ca / Tél.: 873-408-0586

From: Thomas.Jessica
Sent: September 22, 2021 2:20 PM
To: Luo.Xiang ; Celestin.Jonathan
Subject: RE: Mod5

Not sure. Maybe try tomorrow and see

Jessica Thomas
(elle/her)

Assistant Director, Centralized Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Jessica.Thomas@cic.gc.ca / Tel:

Directrice Ajointe, Réseau centralisé
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Jessica.Thomas@cic.gc.ca / Tél.:

From: Luo.Xiang <Xiang.Luo@cic.gc.ca>
Sent: Wednesday, September 22, 2021 2:17 PM
To: Thomas.Jessica <Jessica.Thomas@cic.gc.ca>; Celestin.Jonathan <Jonathan.Celestin@cic.gc.ca>
Subject: RE: Mod5

It appears that I couldn't get access to the network folder and wonder if I did anything wrong? Pls see the following screenshot:

Xiang Luo

Case Processing Officer, Centralized Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Xiang.Luo@cic.gc.ca / Tel: 873-408-0586

, Réseau centralisé
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Xiang.Luo@cic.gc.ca / Tél.: 873-408-0586

From: Thomas.Jessica <Jessica.Thomas@cic.gc.ca>
Sent: September 22, 2021 2:00 PM
To: Luo.Xiang <Xiang.Luo@cic.gc.ca>; Celestin.Jonathan <Jonathan.Celestin@cic.gc.ca>
Subject: FW: Mod5

Can you try this? (see below)

Let me know if there's still an issue

Jessica Thomas
(elle/her)

Assistant Director, Centralized Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Jessica.Thomas@cic.gc.ca / Tel:

Directrice Ajointe, Réseau centralisé
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Jessica.Thomas@cic.gc.ca / Tél.:

From: Cantin.Marco <Marco.Cantin@cic.gc.ca>
Sent: Wednesday, September 22, 2021 1:59 PM
To: Thomas.Jessica <Jessica.Thomas@cic.gc.ca>; Bernard.Paul <Paul.Bernard@international.gc.ca>; 'Alexandre.Lampron@international.gc.ca' <Alexandre.Lampron@international.gc.ca>; @international.gc.ca>
Cc: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>; Rushton.Robin-Leah <Robin-Leah.Rushton@cic.gc.ca>; Wong.Mark <Mark.Wong@cic.gc.ca>; Watson.Greg <Greg.Watson@cic.gc.ca>; IN RAO / AOR RI (IRCC) <IRCC.INRAO-AORRI.IRCC@cic.gc.ca>; Clack.Trevor <Trevor.Clack@cic.gc.ca>
Subject: RE: Mod5

As would has said Nietzsche: Sometime the Devil is in the details...

Sometime when we update the MOD5, we forget files and this might be the cause of the problem.

1. Go to :
2. Select the MOD 3 zip file of your region
3. You select and copy ALL the 4 files
4. Then you paste it into your Data folder

5. Finally, when they ask you to replace you click yes.

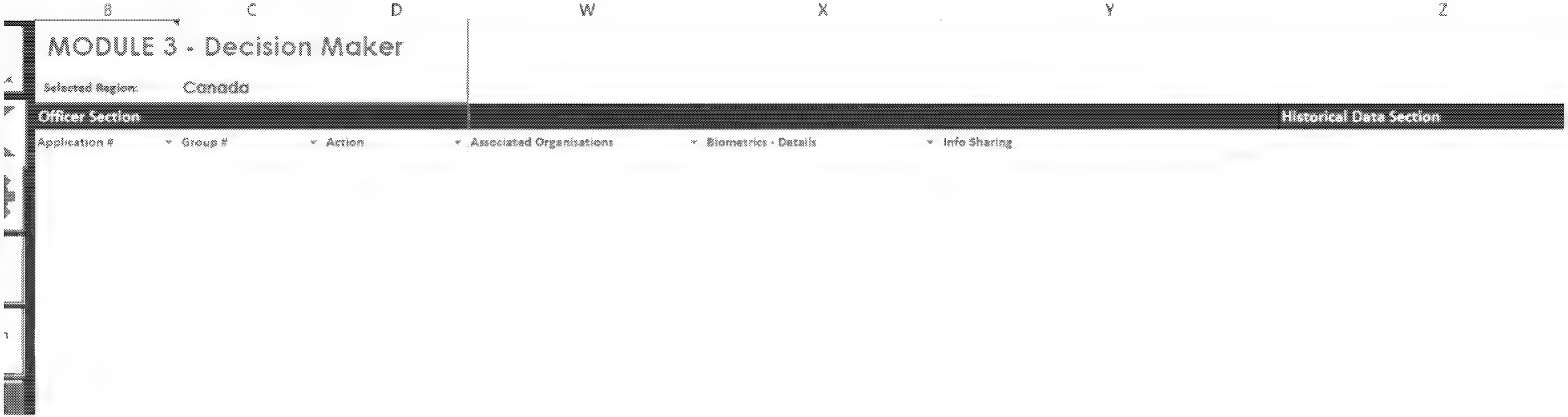
Oftentimes, not all files are selected. That may be the root of the problem. Let us try this, if it works, it works, otherwise we'll have to try something else.

Merci / Thank you

Marco

From: Thomas.Jessica
Sent: Wednesday, September 22, 2021 12:42 PM
To: Cantin.Marco <Marco.Cantin@cic.gc.ca>; Bernard.Paul <Paul.Bernard@international.gc.ca>; 'Alexandre.Lampron@international.gc.ca' <Alexandre.Lampron@international.gc.ca>; [redacted]@international.gc.ca>
Cc: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>; Rushton.Robin-Leah <Robin-Leah.Rushton@cic.gc.ca>; Wong.Mark <Mark.Wong@cic.gc.ca>; Watson.Greg <Greg.Watson@cic.gc.ca>; IN RAO / AOR RI (IRCC) <IRCC.INRAO-AORRI.IRCC@cic.gc.ca>; Clack.Trevor <Trevor.Clack@cic.gc.ca>
Subject: RE: Mod5

We tried it again and the note was still there.



MODULE 3 - Decision Maker

Selected Region: Canada

Officer Section						Historical Data Section
Application #	Group #	Action	Associated Organisations	Biometrics - Details	Info Sharing	

[redacted]

s.17

s.16(2)

Jessica Thomas
(elle/her)

Assistant Director, Centralized Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Jessica.Thomas@cic.gc.ca / Tel:

Directrice Ajointe, Réseau centralisé
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Jessica.Thomas@cic.gc.ca / Tél.:

From: Cantin.Marco <Marco.Cantin@cic.gc.ca>
Sent: Wednesday, September 22, 2021 11:17 AM
To: Thomas.Jessica <Jessica.Thomas@cic.gc.ca>; Bernard.Paul <Paul.Bernard@international.gc.ca>; 'Alexandre.Lampron@international.gc.ca' <Alexandre.Lampron@international.gc.ca>; @international.gc.ca' < @international.gc.ca>
Cc: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>; Rushton.Robin-Leah <Robin-Leah.Rushton@cic.gc.ca>; Wong.Mark <Mark.Wong@cic.gc.ca>; Watson.Greg <Greg.Watson@cic.gc.ca>; IN RAO / AOR RI (IRCC) <IRCC.INRAO-AORRI.IRCC@cic.gc.ca>; Clack.Trevor <Trevor.Clack@cic.gc.ca>
Subject: RE: Mod5

Hello Folks,

This instruction is Not one of mine and it is not one in the current EDW last export. Consequently, I suspect you have an old Mod 5.xslb file

Just to clarify, according to Trevor, the update is NOT Chinook it is specifically the Mod 5.xslb file. That file is part of the EDW data pulls for the region and should be updated every time they update the daily data for Mod 3/Mod 3+. Some offices might have skip the Mod 5.xslb file in their procedures (based on the date for their Mod 5.xslb file).

So can you please update the MOD5.xlsb file and come back to me if the issue remain the same pls.

Merci / Thank you

Marco

From: Cantin.Marco
Sent: Wednesday, September 22, 2021 10:20 AM
To: Thomas.Jessica <Jessica.Thomas@cic.gc.ca>; Bernard.Paul <Paul.Bernard@international.gc.ca>; 'Alexandre.Lampron@international.gc.ca' <Alexandre.Lampron@international.gc.ca>; @international.gc.ca' @international.gc.ca>
Cc: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>; Rushton.Robin-Leah <Robin-Leah.Rushton@cic.gc.ca>; Wong.Mark <Mark.Wong@cic.gc.ca>; Watson.Greg <Greg.Watson@cic.gc.ca>; IN RAO / AOR RI (IRCC) <IRCC.INRAO-AORRI.IRCC@cic.gc.ca>; Clack.Trevor <Trevor.Clack@cic.gc.ca>
Subject: RE: Mod5

Too early to tell, I'm working with Trevor to try to identify the source of the problem...

Merci / Thank you

Marco

From: Thomas.Jessica
Sent: Wednesday, September 22, 2021 10:13 AM
To: Cantin.Marco <Marco.Cantin@cic.gc.ca>; Bernard.Paul <Paul.Bernard@international.gc.ca>; 'Alexandre.Lampron@international.gc.ca' <Alexandre.Lampron@international.gc.ca>; @international.gc.ca>
Cc: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>; Rushton.Robin-Leah <Robin-Leah.Rushton@cic.gc.ca>; Wong.Mark <Mark.Wong@cic.gc.ca>; Watson.Greg <Greg.Watson@cic.gc.ca>; IN RAO / AOR RI (IRCC) <IRCC.INRAO-AORRI.IRCC@cic.gc.ca>; Clack.Trevor <Trevor.Clack@cic.gc.ca>
Subject: RE: Mod5

For my own understanding, are we suggesting this might be due to some sort of glitch?

From: Cantin.Marco <Marco.Cantin@cic.gc.ca>
Sent: Wednesday, September 22, 2021 10:00 AM
To: Bernard.Paul <Paul.Bernard@international.gc.ca>; 'Alexandre.Lampron@international.gc.ca' <Alexandre.Lampron@international.gc.ca>; @international.gc.ca' < @international.gc.ca>
Cc: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>; Rushton.Robin-Leah <Robin-Leah.Rushton@cic.gc.ca>; Wong.Mark <Mark.Wong@cic.gc.ca>; Watson.Greg <Greg.Watson@cic.gc.ca>; IN RAO / AOR RI (IRCC) <IRCC.INRAO-AORRI.IRCC@cic.gc.ca>; Thomas.Jessica <Jessica.Thomas@cic.gc.ca>; Clack.Trevor <Trevor.Clack@cic.gc.ca>
Subject: RE: Mod5

Hello folks,

Sorry I will have to ask you some questions to find the origin of the issues.
I've done (myself) 40 submissions and none of them have this rule instruction in the MOD5 column.
I've review all the "Rules" in the MOD5 (since the beginning) and none of them have this rule instruction.

Then first step, do you know when was the last time you've update Chinook?

Merci / Thank you

Marco

Arnal.Maria

From: Rushton.Robin-Leah
Sent: September 21, 2021 3:22 PM
To: IN Chinook / Chinook RI (IRCC); Wong.Mark
Subject: FW: MOD5 Question

FYI – Case closed, even though I said "Craig" instead of "Greg".

Robin Rushton
(she/her/elle)

Assistant Director – INOM, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Robin-Leah.Rushton@cic.gc.ca
Telework: M-F 7-3pm (EDT)

Directrice adjointe - RIOM, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Robin-Leah.Rushton@cic.gc.ca
Télétravail: L-V 7-15h (HAE)

From: Cantin.Marco
Sent: Tuesday, September 21, 2021 3:20 PM
To: Rushton.Robin-Leah
Subject: RE: MOD5 Question

Thanks Robin,
I talked with Rasa this afternoon and indeed, he is working on the tool that I needed/ was referring to.
I will not get lost in conjectures, but I am happy with the result!
Thank you, really, for your time!

Marco

From: Rushton.Robin-Leah
Sent: Tuesday, September 21, 2021 3:08 PM
To: Cantin.Marco <Marco.Cantin@cic.gc.ca>
Cc: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>; Wong.Mark <Mark.Wong@cic.gc.ca>
Subject: FW: MOD5 Question

Hi Marco,

I think you're referring to the tool that

etc. If so, I seem to recall you and Craig on the calls with Rasa from IRM about this, no?

Let me know.

Thanks,

Robin Rushton
(she/her/elle)

Assistant Director – INOM, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Robin-Leah.Rushton@cic.gc.ca
Telework: M-F 7-3pm (EDT)

Directrice adjointe - RIOM, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Robin-Leah.Rushton@cic.gc.ca
Télétravail: L-V 7-15h (HAE)

From: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Sent: Tuesday, September 21, 2021 2:28 PM
To: Rushton.Robin-Leah <Robin-Leah.Rushton@cic.gc.ca>; Wong.Mark <Mark.Wong@cic.gc.ca>
Cc: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Subject: FW: MOD5 Question

Robin and Mark,

Can you assist Mario's question below.

Donna Hickey

Program Officer, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Donna.Hickey@cic.gc.ca / Tel: 613-437-7260

, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Donna.Hickey@cic.gc.ca / Tél.: 613-437-7260

From: Cantin.Marco <Marco.Cantin@cic.gc.ca>
Sent: September 21, 2021 8:50 AM
To: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Cc: IN RAO / AOR RI (IRCC) <IRCC.INRAO-AORRI.IRCC@cic.gc.ca>
Subject: RE: MOD5 Question

Many thanks Donna,

Actually, the idea was to use the PI Tool for a MOD5 QA. My colleague Esther talked to Natacha and apparently, there is a QA exercise that is already done on the MOD5 Instructions (Stats, results, etc...) for the Lighthouse. I would like to see, if this QA exists, if I can use it to promote the MOD5 submission at RAOs level... If you can ask Robin, It would be greatly appreciated...

A+

Marco

From: IN Chinook / Chinook RI (IRCC)
Sent: Tuesday, September 21, 2021 8:34 AM
To: Cantin.Marco <Marco.Cantin@cic.gc.ca>
Subject: RE: MOD5 Question

Hi Marco,

I'm not aware of this. Do you want me to ask Robin Rushton who is the Chinook Manager to get you an answer?

Donna Hickey

Program Officer, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Donna.Hickey@cic.gc.ca / Tel: 613-437-7260

, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Donna.Hickey@cic.gc.ca / Tél.: 613-437-7260

From: Cantin.Marco <Marco.Cantin@cic.gc.ca>
Sent: September 21, 2021 8:31 AM
To: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Subject: MOD5 Question

Hello Donna,
I heard about a kind of QA that IN Chinook is doing on the MOD 5 in terms of results and efficiency of the instruction provided by the RAOs.
Do you know who is responsible for that QA exercise?
Maybe it would be easier to have a quick chat on MS Team later today maybe between 3:00 and 4:00?
Tel me if you are available!
Many thanks
Marco

Arnal.Maria

From: Rushton.Robin-Leah
Sent: September 3, 2021 7:32 AM
To: Bishop.Keri; Wong.Mark
Cc: IN Chinook / Chinook RI (IRCC)
Subject:

Thanks Keri.
I did and I asked Mark additional questions about it.

Robin Rushton
(she/her/elle)

Assistant Director – INOM, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Robin-Leah.Rushton@cic.gc.ca
Telework: M-F 7-3pm (EDT)

Directrice adjointe - RIOM, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Robin-Leah.Rushton@cic.gc.ca
Télétravail: L-V 7-15h (HAE)

From: Bishop.Keri
Sent: Thursday, September 2, 2021 3:27 PM
To: Wong.Mark ; Rushton.Robin-Leah
Subject:
Importance: High

FYi in case you haven't seen this yet

From:
Sent: Thursday, September 2, 2021 6:18 AM
To: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Cc: @international.gc.ca>; @international.gc.ca; Bishop.Keri <Keri.Bishop@cic.gc.ca>
Subject:
Importance: High

Good morning Chinook,

Unless things have changed recently, I believe that the instruction for TRVs post-Sept 7 is to process within 14 days, while the backlog is cleared at a slower pace.

In order for us to do this in Mod 1, we need a new data element as follows:

This is needed for Sept 7, so if we could have it moved forward urgently to EDW, that would be great.

s.17

Cheers

IRCC Area Director (Sub-Saharan Africa) | Directeur de zone (l'Afrique subsaharienne)
Minister-Counsellor (Migration) | Ministre-Conseiller (Migration)
High Commission of Canada | Haut-commissariat du Canada
Limuru Road, Gigiri, P.O. 1013-00621, Nairobi, Kenya
@international.gc.ca
Telephone | Téléphone :
Government of Canada | Gouvernement du Canada

s.16(1)(c)

Arnal.Maria

From:	IN Chinook / Chinook RI (IRCC)
Sent:	September 3, 2021 12:23 PM
To:	SIMB CP DWS / SED PM DGSGI (IRCC)
Cc:	IN Chinook / Chinook RI (IRCC); Gagnon.Paul; Brian.Colin
Subject:	
Importance:	High
Categories:	Follow up

IN Chinook has the request for a new Module 1 data columns to support TRVs post-Sept 7.

The new data column needed as follows:

Can you inform the estimated timelines to review and receive a test version.

This is urgently needed for implementation for Sept. 7th.

If you require additional information please let me know.

Thank you

Donna Hickey
IN Chinook

s.17

Arnal.Maria

From:
Sent: August 6, 2021 3:29 PM
To: IN Chinook / Chinook RI (IRCC); Wong.Mark
Subject: RE: New Refusal notes in Chinook

So I am still not clear on what is needed from us. We need to have the SMEs create these?

From: IN Chinook / Chinook RI (IRCC)
Sent: Friday, August 6, 2021 8:46 AM
To: Wong.Mark
Subject: RE: New Refusal notes in Chinook

Access is now granted to the document link below.

IN Chinook

From:
Sent: August 5, 2021 4:54 PM
To: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>; Wong.Mark <Mark.Wong@cic.gc.ca>
Subject: RE: New Refusal notes in Chinook

Also, what does Zal mean by creating the notes? Maybe I will understand more when I get to see the doc

Mark — would you mind reviewing please and then let me know what your thoughts are?

Thanks,

From: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Sent: Thursday, August 5, 2021 8:05 AM
To: @cic.gc.ca>; Wong.Mark <Mark.Wong@cic.gc.ca>
Cc: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Subject: FW: New Refusal notes in Chinook

Hi and Mark,

See below a tasking received to IN Chinook by the Journey Lab. Can you advise what action is needed?

Thank you.

Donna Hickey
IN Chinook

From: Karkaria.Zal
Sent: August 3, 2021 11:28 AM
To: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Cc: Daponte.Andie <Andie.Daponte@cic.gc.ca>; Kavutse.Jean-Claude <Jean-Claude.Kavutse@cic.gc.ca>; Harrison.Kevin

s.21(1)(d)

<Kevin.Harrison@cic.gc.ca>
Subject: New Refusal notes in Chinook

s.21(1)(b)

Hello,

http://gcdocs2/otcs/cs.exe?func=ll&objaction=overview&objid=408297101

We would appreciate your assistance in having these notes created by the appropriate SMEs and obtaining the necessary approvals.

Please let me know if you have any questions.

Thanks,
Zal

Zal Karkaria
Assistant Director | Directeur Adjoint
Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada
Government of Canada | Gouvernement du Canada

Arnal.Maria

From: Hickey.Donna on behalf of IN Chinook / Chinook RI (IRCC)
Sent: September 27, 2021 4:30 PM
To: Harrison.Kevin; Daponte.Andie; Karkaria.Zal; Mpaka.Manzi-Serge; Rushton.Robin-Leah; Wong.Mark; Cantin.Marco; Gillis.Raymond; Normandin.Alexandra; Alexis Fernandez; Alissar Ribahi; Brocard.Laurence; Rappaport.Bryan; Calixte.Dominique; Falconer.Chris; Frohberg.Alyssa; Kalisz.Jacqueline; Morin Lacelle.Jean Simon; Brousseau.Jessica; Celestin.Jonathan; Lee.Joseph; Vandentillaart.Julie; Montgomery.Karyne; Law.Joseph; Ribeiro.Luis; Marcoux.Louis; Dufour.Marthe; Doucet.Martin; Pageau.Annie; Pascale Boudreau; Kuwonu.Prosper; Railton.Samuel-Crawford; Gillis.Raymond; 'Raymond.Christian'; Erlichman.Sarah; Owen.Steve; Triantafillou.Thomas; Lee.Timothy; Landry.Tyler; DiRienzo.Vanessa
Cc: Bishop.Keri; IN SPD / PPS RI (IRCC); JL.Officer / JL.Officier (IRCC); IN Chinook / Chinook RI (IRCC)
Subject: Notice - Chinook September Update / Mise à jour mensuelle pour le mois de septembre

ENGLISH ***FRANCAIS***

CHINOOK

September Monthly Update

Due to International Network's rotation schedule, Module Leads for 2021-22 are:

Module 1	
Module 2	
Module 3 / 4	Raymond Gillis &
Module 5	Marco Cantin

IN Chinook extends our sincere appreciation to and for their Module Lead commitments and the development of Chinook across all Missions. From all the "Chinookers", we thank you for your collaboration and dedication.

CHINOOK

Mise à jour mensuelle – septembre

En raison du calendrier de rotation du Réseau international, les responsables de module pour 2021-2022 sont :

Module 1	
Module 2	
Module 3 / 4	Raymond Gillis et
Module 5	Marco Cantin

L'équipe du Chinook du RI tient à remercier et pour leur engagement à titre de responsables de modules et pour le développement de Chinook dans toutes les missions. De la part de tous les membres de l'équipe de Chinook, nous vous remercions pour votre collaboration et votre dévouement.

In the coming days, IN Chinook will reach out to MPM's to confirm and/or request they submit the name of the Chinook Area Expert at Mission.

Chinook 1.0/Chinook+ – Robin Rushton

- **TR Module 1:**
  - New version of Chinook TR Module 1 released to Missions September 27th providing the added functionality to filter for the "Received Date" on applications. Officers can query for applications based on received date (important for priority processing of all new apps received September 7, 2021 and onwards).
- **Chinook +:** Application annotations (generated by Advanced Analytics) will be added to the Pre-Assessment Notes column. These will give a quick summary of Advanced Analytics triage, adverse information, etc. from the applicant's UCI and/or application in GCMS.
- **AA Global:**
  - While officers may be aware that there are China and India TRV e-Application Predictive Eligibility Models in production, a Rest of World (ROW) Automated Triage was live on September 10th.
  - The ROW Automated Triage will triage new applications, as well as those pending in the inventory, into various bins, allowing for more streamlined processing should offices/officers decide to use it.
    - For example, there will be bins for just to name a few.
  - The ROW Automated Triage is not a predictive model. Therefore, as per standard procedure, officers will need to assess all aspects of the applications submitted, regardless of what bin the application is triaged to.
  - Officers may use Chinook Module 1 to query for applications triaged to the various bins in the ROW Automated Triage by using specific GCMS User IDs that are populated in the Assigned To field in GCMS. Specific details and instructions on the "how" were added to the User Manual for the ROW Automated Triage, saved here "User Materials" GCDocs folder.

Dans les prochains jours, l'équipe du Chinook du RI communiquera avec les GPM pour confirmer et/ou demander qu'ils soumettent le nom de l'expert en matière Chinook à la mission.

Chinook 1.0/Chinook+ – Robin Rushton

- **RT Module 1**
  - La nouvelle version du module 1 de Chinook RT a été lancée dans les missions le 27 septembre; cette version offre une fonctionnalité supplémentaire permettant de filtrer les résultats de la recherche selon la « date de réception » des demandes. Les agents peuvent faire une recherche de demandes en fonction de la date de réception (ce qui est important dans le cadre du traitement prioritaire de toutes les nouvelles demandes reçues à partir du 7 septembre 2021).
- **Chinook + :** Les notes de la demande (générées par l'analytique avancée) seront ajoutées à la colonne Notes précédant l'évaluation. Elles donneront un bref résumé du triage effectué par l'analytique avancée, des renseignements défavorables, etc., liés à l'IUC du demandeur et/ou à sa demande dans le SMGC.
- **Analytique avancée – échelle globale**
  - Les agents savent peut-être qu'il existe des modèles de prévision de l'admissibilité à l'AVE en cours de production concernant la Chine et l'Inde, mais il importe également de noter qu'un triage automatisé visant le reste du monde a été mis en service le 10 septembre.
  - Le triage automatisé pour le reste du monde permettra de trier les nouvelles demandes, ainsi que celles en attente de traitement, en les classant dans différents tiroirs, permettant un traitement rationalisé si les bureaux/agents décident de s'en servir.
    - Par exemple, il y aura un tiroir pour etc.
  - Le triage automatisé pour le reste du monde n'est pas un modèle de prévision. Par conséquent, conformément à la procédure habituelle, les agents devront évaluer tous les aspects des demandes soumises, quel que soit le tiroir dans lequel la demande est triée.
  - Les agents peuvent utiliser le module 1 de Chinook pour faire une recherche parmi les demandes triées dans les différents tiroirs du triage automatisé du reste du monde au moyen des numéros d'identification des utilisateurs du SMGC, lesquels s'inscrivent automatiquement dans le champ « Assigné à » du SMGC. Des détails et des instructions précises sur la façon de faire ont été

Chinook 1.5 Update – Trevor Clack for Zal Karkaria

- **Chinook 1.5 Officer Tool and** :
  - This new tool is currently in production and used on a trial basis to process Temporary Resident (TR) Visa, Study Permit and Work Permit applications. Currently seeking to expand the number of users in order to gain more feedback that will help us further refine the tool and ready it for full deployment.
  - Has over 1.2 million active TR files (TRV, WP, WP-EXT, SP, SP-EXT). Over 2,700 TR files (mostly SP) have been successfully processed to date using Chinook 1.5 Officer Tool.
  - Sprint 20 (September 1 to September 14, 2021) and 21 (September 15 to September 28, 2021) are focused on Minimum Viable Product (MVP) for Chinook 1.5 AAM (End of September release).
  - Sprints 22 (September 29 to October 12, 2021) and onwards to focus on adding functionality (and incorporating feedback from MVP Chinook 1.5 AAM release) to Chinook 1.5 AAM and Chinook 1.5 Office Tool as well as implementing more of the Chinook 1.0 and Chinook Mod 3+. Functionalities.

Thank you in advance for your collaboration!

Andie DaPonte
Director, INOM
IN Chinook

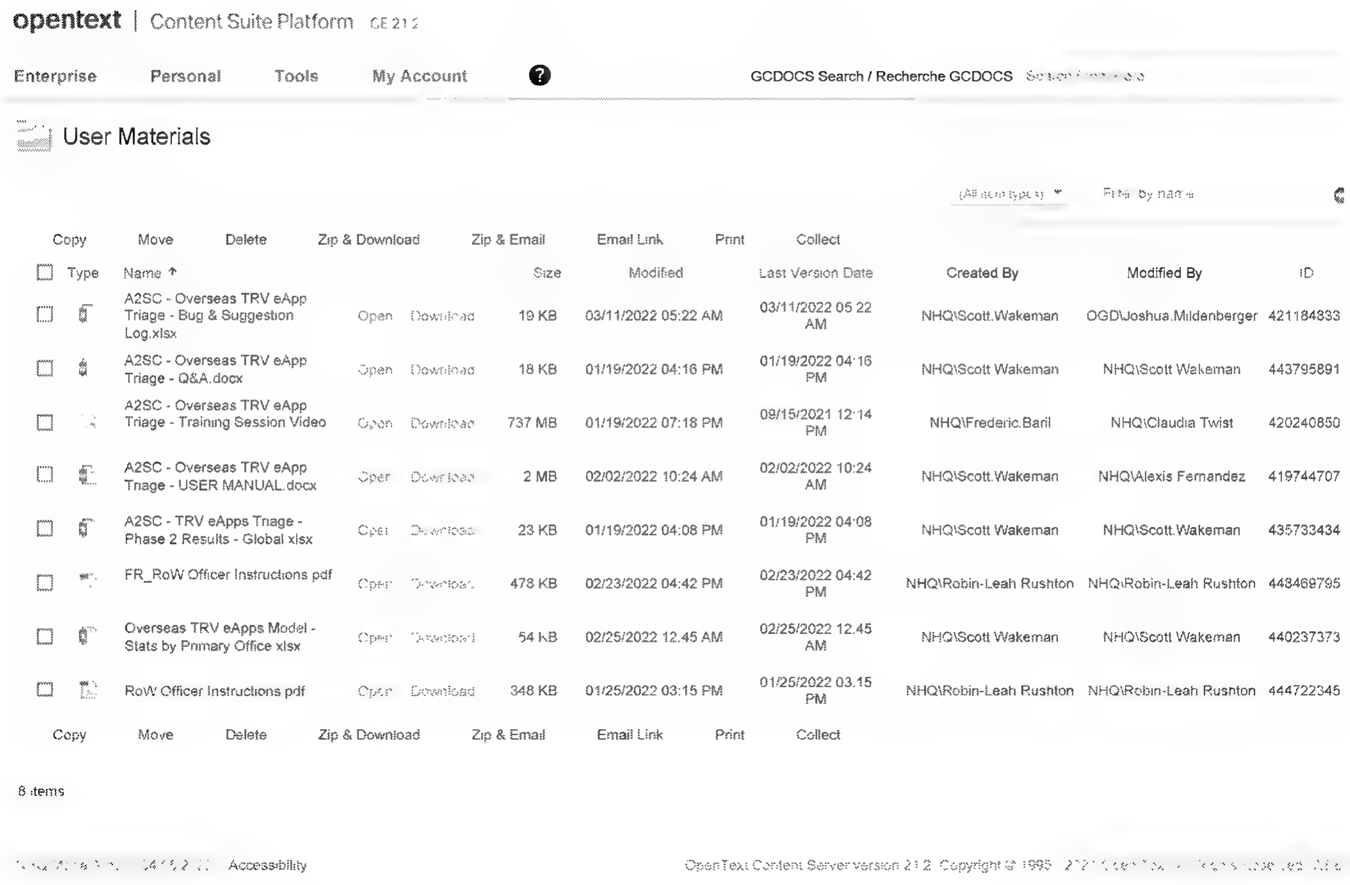
ajoutés au Guide de l'utilisateur en ce qui concerne le triage automatisé pour le reste du monde, lesquels sont sauvegardés dans le dossier GCdocs intitulé « User Materials ».

Mise à jour de Chinook 1.5 – Trevor Clack, pour Zal Karkaria

- **Outil des agents – Chinook 1.5**
  - Ce nouvel outil est en cours de développement et utilisé à titre d'essai pour traiter les demandes de visa de résident temporaire (TR), de permis d'études et de permis de travail. Nous cherchons actuellement à augmenter le nombre d'utilisateurs afin d'obtenir davantage de commentaires qui nous aideront à peaufiner l'outil et à le préparer pour un déploiement complet.
  - Il y a plus de 1,2 million de dossiers de RT actifs (VRT, PT, PT-PROR, PE, PE-PROR). Jusqu'à présent, plus de 2 700 dossiers de RT (principalement des demandes de PE) ont été traités avec succès au moyen de l'outil des agents de Chinook 1.5.
  - Les sprints 20 (du 1-14 septembre 2021) et 21 (15- 28 septembre 2021) portent sur le produit minimum viable (PMV) de Chinook 1.5 AAM (lancement à la fin de septembre).
  - Le sprint 22 (29 septembre au 12 octobre 2021) et les sprints ultérieurs porteront sur l'ajout de fonctionnalités (et l'intégration des commentaires au sujet du PMV de Chinook 1.5 AAM) à la version Chinook 1.5 AAM et à l'outil des agents de Chinook 1.5, ainsi que sur la mise en œuvre d'un plus grand nombre de fonctionnalités dans Chinook 1.0 et du module 3+ de Chinook.

Je vous remercie à l'avance de votre collaboration!

Andie DaPonte
Directrice, Optimisation et modernisation du Réseau international
RI – Chinook



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User Materials

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s.21(1)(a)
s.21(1)(b)
s.16(2)

Arnal.Maria

From: Harrison.Kevin
Sent: September 29, 2021 3:44 PM
To: Hickey.Donna; IN Chinook / Chinook RI (IRCC)
Cc: Iatauro.Connie
Subject:

Hi again,

Correction to one thing. In talking to Ken more he mentioned PIAs are usually responsibility of Business Sponsor, so I guess IN would be on the hook for a new PIA. Happy to support any way that's needed though.

Regards,

Kevin Harrison

Scrum Master, Transformation, PSM, PSPO
Immigration, Refugees and Citizenship Canada / Government of Canada
Kevin.Harrison@cic.gc.ca / Tel:

Chef de mêlée, Transformation, PSM, PSPO
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Kevin.Harrison@cic.gc.ca / Tél.:

From: Harrison.Kevin
Sent: September 29, 2021 3:29 PM
To: Hickey.Donna ; IN Chinook / Chinook RI (IRCC)
Cc: Iatauro.Connie
Subject:

Hi Donna,

Following up on request for info about Privacy Impact Assessment (PIA).

That being said, my understanding after talking with folks on my end is that 1.5 is a Transformation owned Product for use by all parts of the Dept, IN is just the business sponsor and responsible for change management piece. If that understanding is correct, we in Transformation should probably be accountable for a PIA, not IN.

I'll put it on my list of things to chat with Connie about.

Regards,

Kevin Harrison

Scrum Master, Transformation, PSM, PSPO
Immigration, Refugees and Citizenship Canada / Government of Canada
Kevin.Harrison@cic.gc.ca / Tel:

Chef de mêlée, Transformation, PSM, PSPO

Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Kevin.Harrison@cic.gc.ca / Tél.:

Arnal.Maria

From: Daponte.Andie
Sent: September 20, 2021 4:57 PM
To: Harrison.Kevin
Cc: Rushton.Robin-Leah; IN Chinook / Chinook RI (IRCC)
Subject: Re: Question about Chinook version in refusal notes.

Hi Kevin,

I'll answer the questions below as best possible. It's better to avoid direct link between LMD and your team at this time. Happy to chat on that further as needed.

See below for my input embedded in your email.

Andie

> On Sep 20, 2021, at 3:17 PM, Harrison.Kevin wrote:
>
> Good afternoon Andie,
> I was messaging with Robin today and she advised to touch base with you with a few questions I had about adding a reference to the Chinook version to decision notes to flag which version of Chinook was used to prepare the decision. First thing, are you able to advise who in LMD/Legal I can talk to about the specific requirements? At minimum I'm trying to figure out the following so we can better define business requirements.
>
> 1. What is the purpose of having Chinook version entered in a note and how will it be used?A: LMD needs to be able to quickly tell if an application was processed using Chinook as this changes their approach and necessary steps to follow. They are aware that we have different versions of chinook (right now just C+ and 1.5) and that additional versioning is likely in the future as functionality is added.
>   - Will this have to be able to reported on? If so, there may be better solutions than text added to note. A: not that I am aware, only the need to be able to quickly differentiate a Chinook file from a non-Chinook file. We are aware that reports can be run based on the Chinook tab for example, but that is not the main purpose at this time.
>   - Do we have to restrict officers from being able to edit this (datapacks are editable)? A: yes, needs to be locked.
>   - Is the information only being entered in the notes field or does it need to appear elsewhere? A: notes field was a suggestion because LMD would be looking there on all files. The main issue they need to consider is around the templated refusal notes, so seeing the version there is helpful.
> 2. How detailed does the note have to be?

- Is "Chinook Mod 3" or "Chinook Mod 3+" or "Chinook 1.5" good enough? A: shorter the better. We had suggested even CH+, CH1.5, CH1.6…etc

- OR do you need the full version code, which would be more like "Chinook Mod 3 v.123245" or "Chinook Mod 3+ v. 1244545" or "Chinook 1.5.64.3.2.1.3"? A: the short version code is likely fine (CH1.5 instead of CH1.5.64.3…etc) as long as it encapsulates changes to what they care about which is fields displayed in Chinook and more importantly refusal template notes. If a minor stability update is released and it goes from CH1.5.64.4 to CH1.5.64.5 that doesn't matter.

Regards,
Kevin Harrison
Scrum Master, Transformation, PSM, PSPO
Immigration, Refugees and Citizenship Canada / Government of Canada
Kevin.Harrison@cic.gc.ca / Tel:

Chef de mêlée, Transformation, PSM, PSPO
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Kevin.Harrison@cic.gc.ca / Tél.:

s.15(1)(i)i) s.16(2)(c)

s.16(1)(c)

s.17

Arnal.Maria

From:
Sent: September 29, 2021 12:41 PM
To: Cantin.Marco; @international.gc.ca
Cc: IN RAO / AOR RI (IRCC); IN Chinook / Chinook RI (IRCC); Brousseau.Jessica
Subject: RE: Random

Hi Marco,
The issue appears to be solved in BGOTA and BAIRS.

1. Go to
2. Select the MOD 3 zip file of your region
3. You select and copy ALL the 4 files
4. Then you paste it into your Data folder
5. Finally, when they ask you to replace you click yes.
6. Don't forget to close and reopen Mod 3 as well (the Mod 5 data is cached on startup).

Thanks

From: Cantin.Marco
Sent: September 29, 2021 11:28 AM
To: -BGOTA -IM
Cc: -SPALO -IM ; IN RAO / AOR RI (IRCC) ; IN Chinook / Chinook RI (IRCC)
Subject: RE: Random
Good Morning
Do you happen to know if the problem has been solved? For HQ, this is an urgent issue as it can put MOD5 at risk in a court of law if the data are not accurate.
Merci / Thank you
Marco

From: Cantin.Marco
Sent: Monday, September 27, 2021 8:34 AM
To: < @international.gc.ca>
Cc: @international.gc.ca; IN RAO / AOR RI (IRCC) <IRCC.INRAO-AORRI.IRCC@cic.gc.ca>
Subject: RE: Random
Good Morning
Just following up - Do you still see the this morning? Were you able to update it?
Also, I will now check what is happening with the
Merci / Thank you
Marco

From:
Sent: Friday, September 24, 2021 10:24 AM
To: Cantin.Marco <Marco.Cantin@cic.gc.ca>
Cc: @international.gc.ca
Subject: RE: Random
I don't have access to that folder but have sent it to someone on our TR team who hopefully can follow the steps!
BTW – I confirmed with SPALO this morning that they have never had their Mod 5 indicators actually appear in Chinook. (see our previous communication on this attached).
Would you be able to look into that as well?

s.16(1)(c)
s.16(2)(c)
s.17
s.15(1)(i)i)

Much appreciated,

From: Cantin.Marco <Marco.Cantin@cic.gc.ca>
Sent: September 24, 2021 9:18 AM
To: -BGOTA -IM @international.gc.ca>
Subject: RE: Random
You see the little search magnifying glass on the bottom left of the screen, just copy and paste the link then follow the steps.
I remain on-line if you have more question
Merci / Thank you
Marco

From:
Sent: Friday, September 24, 2021 10:15 AM
To: Cantin.Marco <Marco.Cantin@cic.gc.ca>
Subject: RE: Random
Sorry I am no very tech savvy… where is this address?
:
Is on the web? In GC docs?
Thanks

From: Cantin.Marco <Marco.Cantin@cic.gc.ca>
Sent: September 24, 2021 9:03 AM
To: @international.gc.ca>
Cc: IN RAO / AOR RI (IRCC) <IRCC.INRAO-AORRI.IRCC@cic.gc.ca>
Subject: RE: Random

Please make sure that the MOD5 is update following these steps.
Normally, the problem of has been solve and update yesterday. So you are not suppose to see this indicator anymore…

1. Go to
2. Select the MOD 3 zip file of your region
3. You select and copy ALL the 4 files
4. Then you paste it into your Data folder
5. Finally, when they ask you to replace you click yes.
6. Don't forget to close and reopen Mod 3 as well (the Mod 5 data is cached on startup).

Merci / Thank you
Marco

From:
Sent: Friday, September 24, 2021 9:46 AM
To: Cantin.Marco <Marco.Cantin@cic.gc.ca>
Cc: @international.gc.ca>; Gurvir.Khosa @international.gc.ca>; @international.gc.ca
Subject: Random I
Importance: High
Hi Marco,
This morning a in Chinook.
Here is a picture:

s.15(1)(i)i)

s.16(1)(c)

s.17

Are you able to correct this?
Thanks for your help!

Risk Assessment Officer | Agente d'évaluation des risques |Oficial de evaluación de riesgos
Embassy of Canada | Ambassade du Canada |Embajada de Canadá
@international.gc.ca

s.17

Arnal.Maria

Subject: FW: Release - Chinook+ version 4.8.40 / Mise en place- Chinook+ version 4.8.40

From: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Sent: September 22, 2021 4:18 PM
To: Harrison.Kevin <Kevin.Harrison@cic.gc.ca>; [redacted] @cic.gc.ca>; Daponte.Andie <Andie.Daponte@cic.gc.ca>; Karkaria.Zal <Zal.Karkaria@cic.gc.ca>; Mpaka.Manzi-Serge <Manzi-Serge.Mpaka@cic.gc.ca>; Rushton.Robin-Leah <Robin-Leah.Rushton@cic.gc.ca>; Wong.Mark <Mark.Wong@cic.gc.ca>; Normandin.Alexandra <alexandra.normandin@international.gc.ca>; Alexis Fernandez <Alexis.Fernandez@international.gc.ca>; Alissar Ribahi <Alissar.Ribahi@international.gc.ca>; [redacted] @international.gc.ca>; Brocard.Laurence <Laurence.Brocard@cic.gc.ca>; Rappaport.Bryan <bryan.rappaport@international.gc.ca> [redacted] @international.gc.ca> [redacted] @cic.gc.ca>; [redacted] @international.gc.ca>; [redacted] @international.gc.ca>; Calixte.Dominique <Dominique.Calixte@cic.gc.ca>; Falconer.Chris <Chris.Falconer@cic.gc.ca>; Frohberg.Alyssa <Alyssa.Frohberg@international.gc.ca>; Comrie.Georgina <georgina.comrie@international.gc.ca>, [redacted] @international.gc.ca>; Kalisz.Jacqueline <jacqueline.kalisz@international.gc.ca>; Morin Lacelle.Jean Simon <JeanSimon.MorinLacelle@cic.gc.ca>; Gélinas.Jean-Philippe [redacted] @international.gc.ca>; [redacted] @international.gc.ca>; Brousseau.Jessica <jessica.brousseau@international.gc.ca>; Celestin.Jonathan <Jonathan.Celestin@cic.gc.ca>; [redacted] @international.gc.ca>; Lee.Joseph <Joseph.Lee@cic.gc.ca>; Vandentillaart.Julie <Julie.Vandentillaart@cic.gc.ca>; Montgomery.Karyne <Karyne.Montgomery@cic.gc.ca>; [redacted] @international.gc.ca>; [redacted] @international.gc.ca>; [redacted] @international.gc.ca>; Law.Joseph <Joseph.Law@cic.gc.ca>; [redacted] @international.gc.ca>; Ribeiro.Luis <Luis.Ribeiro@cic.gc.ca>; [redacted] @international.gc.ca>; Marcoux.Louis <Louis.Marcoux@cic.gc.ca>; Dufour.Marthe <marthe.dufour@international.gc.ca>; Doucet.Martin <martin.doucet@international.gc.ca>; Michelle Dickey [redacted] @international.gc.ca>; Ons BenHajYahia [redacted] @international.gc.ca>; Pageau.Annie <annie.pageau@internationan.gc.ca>; Pascale Boudreau <pascale.boudreau@international.gc.ca>; [redacted] @international.gc.ca>; [redacted] @international.gc.ca>; Kuwonu.Prosper <prosper.kuwonu@international.gc.ca>; Railton.Samuel-Crawford <Samuel-Crawford.Railton@cic.gc.ca>; Gillis.Raymond <Raymond.Gillis@international.gc.ca>; 'Raymond.Christian' <christian.raymond@international.gc.ca>; [redacted] @international.gc.ca>; Erlichman.Sarah <Sarah.Erlichman@international.gc.ca>; Owen.Steve <steve.owen@international.gc.ca>; [redacted] @international.gc.ca>; [redacted] @international.gc.ca>; Triantafillou.Thomas <thomas.triantafillou@international.gc.ca>; [redacted] @international.gc.ca>; Lee.Timothy <timothy.lee@international.gc.ca>; Landry.Tyler <Tyler.Landry@cic.gc.ca>; DiRienzo.Vanessa <Vanessa.DiRienzo@cic.gc.ca>; Cantin.Marco <Marco.Cantin@cic.gc.ca>; [redacted] @international.gc.ca>; Gillis.Raymond <Raymond.Gillis@international.gc.ca>; [redacted] @cic.gc.ca>
Cc: IN SPD / PPS RI (IRCC) <IRCC.INSPD-PPSRI.IRCC@cic.gc.ca>; Bishop.Keri <Keri.Bishop@cic.gc.ca>; IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Subject: Release - Chinook+ version 4.8.40 / Mise en place- Chinook+ version 4.8.40

ENGLISH ***FRANCAIS***

CHINOOK

Hello Chinook Experts:

Please distribute to all Chinook + users

A new version of Chinook+ Excel (version 4.8.40) is now available as of September 22, 2021, in GCDocs. Please find below the relevant links for setup and support for your Mission.

Update:

Application annotations (generated by Advanced Analytics) are now added to the Pre-Assessment Notes column, providing a quick summary of Advanced Analytics triage, adverse information, etc. from the applicant's UCI and/or application in GCMS.

Set up Instructions:

You need to download the most recent version **Chinook+ Excel version** 4.8.40 from the link below:

Chinook - Module 3- Viewer – office 2013

- https://gcdocs2.ci.gc.ca/otcs/cs.exe/link/374541743
  The MS Office 2013 release version of Chinook + (version 4.8.40)

Chinook - Module 3- Viewer – office 2016

- https://gcdocs2.ci.gc.ca/otcs/cs.exe/link/389952820
  The MS Office 2016 release version of Chinook + (version 4.8.40)

CHINOOK

Bonjour les experts de Chinook,

Veuillez distribuer à tous les Chinook+ utilisateurs

Une nouvelle version de Chinook+ Excel (version 4.8.40) est maintenant disponible dans GCDocs à partir du 22 septembre 2021. Veuillez trouver ci-dessous les liens pertinents pour l'installation et le soutien pour votre mission.

Mise à jour :

Les annotations de la demande (générées par l'Analytique Avancée) sont maintenant ajoutées à la colonne « Pre-Assessement Notes», ce qui permer de présenter un résumé rapide du triage effectué par l'Analytique Avancée, des renseignements défavorables, etc. trouvés dans l' IUC du requérant et/ou de sa demande dans le SMGC.

Instructions d'installation :

Vous devez télécharger la version la plus récente de **Chinook+ Excel version** 4.8.40 à partir du lien ci-dessous :

Chinook - Module 3- Viewer – office 2013

- https://gcdocs2.ci.gc.ca/otcs/cs.exe/link/374541743

La version MS Office 2013 de Chinook+ (version 4.8.40)

Chinook - Module 3- Viewer – office 2016

- https://gcdocs2.ci.gc.ca/otcs/cs.exe/link/389952820

La version MS Office 2016 de Chinook+ (version 4.8.40)

Veuillez transférer ce message à toute personne dans votre région qui utilise Chinook+ Excel et lui fournir l'aide nécessaire.

Please forward this message to anyone in your region who is using Chinook+ Excel and provide them with assistance as necessary. **SUPPORT:** If you require additional support, please send an email to the IN Chinook mailbox (IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca). Thank you in advance for your collaboration! Andie DaPonte, Director International Network Optimization and Modernization NHQ – International Network	**Soutien :** Si vous avez besoin de soutien supplémentaire, veuillez envoyer un courriel à la boite Chinook RI (IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca). Merci d'avance pour votre collaboration! Andie DaPonte Directeur, OMRI RI Chinook

Pages 290 to / à 291

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de la Loi sur l'acces a l'information

Pages 291 to / à 292

are withheld pursuant to section

sont retenues en vertu de l'article

16(2)(c)

of the Access to Information Act

de la Loi sur l'acces a l'information

Arnal.Maria

Subject: FW: Release Chinook TR Module 1 (version 2.3) / une nouvelle version du Chinook RT Module 1 (version 2.3)

From: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Sent: September 27, 2021 3:20 PM
To: Harrison.Kevin <Kevin.Harrison@cic.gc.ca>; [redacted]@cic.gc.ca>; Daponte.Andie <Andie.Daponte@cic.gc.ca>; Karkaria.Zal <Zal.Karkaria@cic.gc.ca>; Mpaka.Manzi-Serge <Manzi-Serge.Mpaka@cic.gc.ca>; Rushton.Robin-Leah <Robin-Leah.Rushton@cic.gc.ca>; Wong.Mark <Mark.Wong@cic.gc.ca>; Cantin.Marco <Marco.Cantin@cic.gc.ca>; [redacted]@international.gc.ca>; Gillis.Raymond <Raymond.Gillis@international.gc.ca>; [redacted]@cic.gc.ca>; [redacted]@international.gc.ca>; Normandin.Alexandra <alexandra.normandin@international.gc.ca>; Alexis Fernandez <Alexis.Fernandez@international.gc.ca>; Alissar Ribahi <Alissar.Ribahi@international.gc.ca>; [redacted]@international.gc.ca>; Brocard.Laurence <Laurence.Brocard@cic.gc.ca>; Rappaport.Bryan <bryan.rappaport@international.gc.ca>; [redacted]@international.gc.ca>; [redacted]@cic.gc.ca>; [redacted]@international.gc.ca>; [redacted]@international.gc.ca>; Calixte.Dominique <Dominique.Calixte@cic.gc.ca>; Falconer.Chris <Chris.Falconer@cic.gc.ca>; Frohberg.Alyssa <Alyssa.Frohberg@international.gc.ca>; Comrie.Georgina <georgina.comrie@international.gc.ca>; [redacted]@international.gc.ca>; Kalisz.Jacqueline <jacqueline.kalisz@international.gc.ca>; Morin Lacelle.Jean Simon <JeanSimon.MorinLacelle@cic.gc.ca>; [redacted]@international.gc.ca>; [redacted]@international.gc.ca>; Brousseau.Jessica <jessica.brousseau@international.gc.ca>; Celestin.Jonathan <Jonathan.Celestin@cic.gc.ca>; [redacted]@international.gc.ca>; Lee.Joseph <Joseph.Lee@cic.gc.ca>; Vandentillaart.Julie <Julie.Vandentillaart@cic.gc.ca>; Montgomery.Karyne <Karyne.Montgomery@cic.gc.ca>; [redacted]@international.gc.ca>; [redacted]@international.gc.ca>; [redacted]@international.gc.ca>; Law.Joseph <Joseph.Law@cic.gc.ca>; [redacted]@international.gc.ca>; Ribeiro.Luis <Luis.Ribeiro@cic.gc.ca>; [redacted]@international.gc.ca>; Marcoux.Louis <Louis.Marcoux@cic.gc.ca>; Dufour.Marthe <marthe.dufour@international.gc.ca>; Doucet.Martin <martin.doucet@international.gc.ca>; [redacted]@international.gc.ca>; [redacted]@international.gc.ca>; Pageau.Annie <annie.pageau@internationan.gc.ca>; Pascale Boudreau <pascale.boudreau@international.gc.ca>; [redacted]@international.gc.ca>; [redacted]@international.gc.ca>; Kuwonu.Prosper <prosper.kuwonu@international.gc.ca>; Railton.Samuel-Crawford <Samuel-Crawford.Railton@cic.gc.ca>; Gillis.Raymond <Raymond.Gillis@international.gc.ca>; 'Raymond.Christian' <christian.raymond@international.gc.ca>; [redacted]@international.gc.ca>; Erlichman.Sarah <Sarah.Erlichman@international.gc.ca>; Owen.Steve <steve.owen@international.gc.ca>; [redacted]@international.gc.ca>; [redacted]@international.gc.ca>; Triantafillou.Thomas <thomas.triantafillou@international.gc.ca>; Lee.Timothy <timothy.lee@international.gc.ca>; Landry.Tyler <Tyler.Landry@cic.gc.ca>; DiRienzo.Vanessa <Vanessa.DiRienzo@cic.gc.ca>
Cc: IN SPD / PPS RI (IRCC) <IRCC.INSPD-PPSRI.IRCC@cic.gc.ca>; Bishop.Keri <Keri.Bishop@cic.gc.ca>; JL.Officer / JL.Officier (IRCC) <IRCC.JL.Officer-JL.Officier.IRCC@cic.gc.ca>; IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Subject: Release Chinook TR Module 1 (version 2.3) / une nouvelle version du Chinook RT Module 1 (version 2.3)

ENGLISH ***FRANCAIS***

Hello Chinook Experts:

Please distribute to all Chinook users

A new version of Chinook TR Module 1 (version 2.3) is now available as of September 27, 2021, in GCDocs. Please find below the relevant links for setup and support for your Mission.

Update:

The new version includes functionality to filter TRVs based on date received. Chinook users must double click on the "Date Received" input text to enter the date since this is not a drop-down option. This was the quickest way to implement the date input without breaking the other filter functionality. In Chinook 1.5 the AAM filtering by application received date will be available in a more user friendly way.

Set up Instructions:

1 - You will need to download the latest version TR Module 1 version 2.3 HERE. You must replace the older versions currently installed at your mission. A reminder that you can always verify the version number by hovering over cell B1.

The instructions in screenshot below.

Bonjour les experts de Chinook,

Veuillez distribuer à tous les utilisateurs de Chinook

Une nouvelle version de Chinook RT Module 1 version (2.3) est maintenant disponible depuis le 27 septembre 2021 dans GCDocs. Veuillez trouver ci-dessous les liens pertinents pour l'installation et le soutien pour votre mission.

Mise à jour

La nouvelle version inclut une fonctionnalité permettant de filtrer les VRT en fonction de la date de réception. Les utilisateurs de Chinook doivent double-cliquer sur « Date Received » (date reçue) pour entrer la date puisque ce n'est pas une option de menu déroulant. C'était la façon la plus rapide de mettre en œuvre la date entrée sans nuire à l'autre fonction de filtre. Dans le Chinook 1.5, l'AAM Filtrer par date de réception de la demande sera disponible de façon plus conviviale.

Instructions d'installation

1 - Vous devrez télécharger la dernière version RT Module 1 version 2.3 ICI.

Vous devez remplacer les anciennes versions actuellement installées dans votre mission. Un rappel que vous pouvez toujours vérifier le numéro de version en survolant la cellule B1.

Les instructions se trouvent dans la capture d'écran ci-dessous.

Please forward this message to everyone in your region using TR Module 1 and provide them with assistance as necessary.

Support:

Please send an email to the IN Chinook mailbox (IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca) if you have any questions or if you encounter further errors at your mission please be sure to paste the Error Report Template below into an email.

Chinook Error Reporting

Email to: IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca

User Name	
IRCC Office Location	
Which Chinook module?	

Veuillez transmettre ce message à toute personne de votre région qui utilise RT Module 1 et lui fournir l'assistance nécessaire.

Soutien

Veuillez envoyer un courriel à la boîte générale de Chinook (IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca) si vous avez des questions ou, si vous relevez d'autres erreurs dans votre mission, veuillez-vous assurer d'utiliser le modèle de rapport d'erreur ci-dessous dans un courriel.

Rapport d'erreur liée à Chinook

Envoyez un courriel à : IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca

Nom d'utilisateur	
Emplacement du bureau d'IRCC	
Quel module de Chinook?	
Quelle version de MS office (ex., 2010; 2013; 2016) et quel numéro de version du module de Chinook?	

Which Office build (eg. 2010; 2013; 2016) and version number of the Chinook module?	
Which Chinook modules were running at the same time?	
Brief description of event. (what user was doing when issue occurred)	
Screenshots (if possible)	
Which version of Windows?	
Which version of Office?	
Other details?	

Thank you in advance for your collaboration!

Andie DaPonte
Director, INOM
IN Chinook

Quel(s) modules de Chinook utilisé(s) en même temps?	
Brève description de l'événement (ce que l'utilisateur faisait lorsque l'erreur a eu lieu)	
Captures d'écran (si possible)	
Quelle version de Windows?	
Quelle version de Office?	
D'autres détails?	

Merci à l'avance de votre collaboration!

Andie DaPonte
Directeur, OMRI
RI - Chinook

Arnal.Maria

From: IN Chinook / Chinook RI (IRCC)
Sent: August 4, 2021 10:54 AM
To: Brocard.Laurence; Falconer.Chris; Railton.Samuel-Crawford
Cc: IN Chinook / Chinook RI (IRCC); [redacted] Nong.Mark
Subject: FW: Reminder/Rappel - Mod 3 daily data location / localisation les mises à jour des données Mod3

RROC Chinook Experts,

Following the most recent error reports submitted to IN Chinook regarding no data available. IN Chinook wishes to highlight the importance of downloading the correct and most up-to-date files.

IN Chinook

From: IN Chinook / Chinook RI (IRCC)
Sent: July 28, 2021 9:39 AM
To: Brocard.Laurence ; Falconer.Chris ; Railton.Samuel-Crawford
Cc: IN Chinook / Chinook RI (IRCC) ;
Subject: Reminder/Rappel - Mod 3 daily data location / localisation les mises à jour des données Mod3

RROC Chinook Experts;

Some Chinook users encountered issues using Mod3 last week. Upon closer investigation, it appears that some Mod3 data were placed in the incorrect regions.

Please ensure the Mod 3 data updates are saved in the correct location by referring to SOP or to the example below:

Downloading Data

1. **Using Chrome, navigate to file:/**
2. **Download Mod 3 zip files for the 8 main overseas regions you are updating**
3. **Copy each zip file in the correct regional folder H:\Chinook\Mod 3\(*region*)**
    a. **Replace any file as prompted**

LAC used as an example for each region below

4. **Navigate to the LAC folder (H:\Chinook\Mod 3\LAC)**
5. **Right-click the zip file and Extract All**
6. **Click Extract**
    a. **The pathway to extract should indicate H:\Chinook\Mod 3\LAC\Mod 3 - Latin America and Caribbean**
7. **Replace the Files in the destination***
8. **Repeat for each region**

You may access the Mod 3 data update SOP's can be accessed here *(available in English only)*.

Please send an email to the IN Chinook mailbox (IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca) if you have any questions or need assistance.

Thank you for your collaboration!

IN Chinook
==

Experts en Chinook du CCOR;

Certains utilisateurs de Chinook ont rencontré des problèmes liés à l'utilisation de Mod3 la semaine dernière. Après une enquête plus détaillée, il semble que certaines données Mod3 aient été placées dans les mauvaises régions.

Veuillez vous assurer que les mises à jour des données Mod3 sont sauvegardées dans le bon emplacement en vous référant au PON ou à l'exemple ci-dessous :

Téléchargement des données
1. En utilisant Chrome, naviguez vers file:/
2. Téléchargez les fichiers zip Mod 3 pour les 8 principales régions d'outre-mer que vous mettez à jour.
3. Copiez chaque fichier zip dans le bon dossier régional H:\Chinook\Mod 3\(*région*).
a. Remplacez tout fichier comme demandé

LAC est utilisé comme exemple pour chaque région ci-dessous
4. Naviguez vers le dossier LAC (H:\Chinook\Mod 3\LAC)
5. Cliquez avec le bouton droit de la souris sur le fichier zip et sélectionnez Extraire tout
6. Cliquez sur Extraire
a. Le chemin à extraire doit indiquer H:\Chinook\Mod 3\LAC\Mod 3 - Latin America and Caribbean
7. Remplacez les fichiers dans la destination*.
8. Répétez l'opération pour chaque région

Vous pouvez accéder aux PON relatives à la mise à jour des données du Mod 3 ici *(disponible uniquement en anglais)*.

Veuillez envoyer un courriel à la boîte aux lettres IN Chinook (IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca) si vous avez des questions ou besoin d'aide.

Merci pour votre collaboration !

IN Chinook

s.17

Arnal.Maria

From: [redacted])international.gc.ca
Sent: September 28, 2021 2:14 AM
To: IN Chinook / Chinook RI (IRCC)
Subject: RE: Representative Chinook 1.5 AAM Testing (Sept. 29 - Oct. 12)

Hi Donna,

Yes, you can submit my name for the testing (sorry I didn't respond yesterday – had already left the office when this came in!)

Thank you,

[redacted]

From: IN Chinook / Chinook RI (IRCC)
Sent: September 27, 2021 4:00 PM
To: [redacted] NROBI -IM
Subject: FW: Representative Chinook 1.5 AAM Testing (Sept. 29 - Oct. 12)

I wrote below to [redacted] and see that he is out of office. Do you know if I can submit your name for Chinook 1.5 AAM testing today?

Thanks again.

Donna Hickey

Program Officer, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Donna.Hickey@cic.gc.ca / Tel: 613-437-7260

, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Donna.Hickey@cic.gc.ca / Tél.: 613-437-7260

From: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Sent: September 27, 2021 8:52 AM
To: [redacted]@international.gc.ca>
Cc: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Subject: Representative Chinook 1.5 AAM Testing (Sept. 29 - Oct. 12)

Hi

Following a discussion you had with Andie regarding [redacted] to be available for Chinook 1.5 AAM testing, this was awaiting confirmation.

Journey Lab is following up on the names. Can you please confirm if [redacted] name can be submitted.

Thanks again.

Donna Hickey

Program Officer, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Donna.Hickey@cic.gc.ca / Tel: 613-437-7260

, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Donna.Hickey@cic.gc.ca / Tél.: 613-437-7260

s.17

Arnal.Maria

From: IN Chinook / Chinook RI (IRCC)
Sent: August 10, 2021 12:43 PM
To: Wong.Mark
Subject: resend - FW: New Refusal notes in Chinook

Hi Mark,

Here is what I was reference with the New Refusal Notes.

Donna Hickey
IN Chinook

From: [redacted]
Sent: August 5, 2021 4:54 PM
To: IN Chinook / Chinook RI (IRCC) ; Wong.Mark
Subject: RE: New Refusal notes in Chinook

Also, what does Zal mean by creating the notes? Maybe I will understand more when I get to see the doc

Mark --- would you mind reviewing please and then let me know what your thoughts are?

Thanks,

From: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Sent: Thursday, August 5, 2021 8:05 AM
To: [redacted]; Wong.Mark <Mark.Wong@cic.gc.ca>
Cc: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Subject: FW: New Refusal notes in Chinook

Hi [redacted] and Mark,

See below a tasking received to IN Chinook by the Journey Lab. Can you advise what action is needed?

Thank you.

Donna Hickey
IN Chinook

From: Karkaria.Zal
Sent: August 3, 2021 11:28 AM
To: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Cc: Daponte.Andie <Andie.Daponte@cic.gc.ca>; Kavutse.Jean-Claude <Jean-Claude.Kavutse@cic.gc.ca>; Harrison.Kevin <Kevin.Harrison@cic.gc.ca>
Subject: New Refusal notes in Chinook

Hello,

Page 302

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Arnal.Maria

From: Rushton.Robin-Leah
Sent: September 29, 2021 12:40 PM
To: Lee.Samantha
Cc: Joseph.Law@international.gc.ca; @international.gc.ca; Daponte.Andie; IN Chinook / Chinook RI (IRCC); Wong.Mark; Fernandez.Alexis; IN INOM / OMRI RI (IRCC); IN SPD / PPS RI (IRCC); Bishop.Keri; Penn.Taylor
Subject: RE: Sept 7th Mod1 Chinook update for all offices?

Hi Samantha,

Even if you choose not to use the ROW Automated Triage, you can still use the updated Mod 1 with the filter. I responded to Joseph's questions about bin assignment in his original thread, with you in cc'. Should you have additional questions, do not hesitate to respond in that thread (weedy, so not sure if others want to be included).

IN Chinook advised they mistakenly sent the emails to Joseph's IRCC email address and not his OVS one. Our apologies for this. Emails were forwarded on this morning.

Please be on the look-out for a GIS meeting invitation (hopefully for the second week of October) where we can continue the ROW Automated Triage and Chinook discussion.

Regards,

Robin Rushton
(she/her/elle)

Assistant Director – INOM, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Robin-Leah.Rushton@cic.gc.ca
Telework: M-F 7-3pm (EDT)

Directrice adjointe - RIOM, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Robin-Leah.Rushton@cic.gc.ca
Télétravail: L-V 7-15h (HAE)

From: Lee.Samantha
Sent: Wednesday, September 29, 2021 6:42 AM
To: Rushton.Robin-Leah
Cc: Joseph.Law@international.gc.ca; @international.gc.ca; Daponte.Andie ; IN Chinook / Chinook RI (IRCC) ; Wong.Mark ; Fernandez.Alexis ; IN INOM / OMRI RI (IRCC) ; IN SPD / PPS RI (IRCC) ; Bishop.Keri ; Penn.Taylor
Subject: RE: Sept 7th Mod1 Chinook update for all offices?

Thank you Robin and Andie! So does that mean that the new version of Chinook Mod1 (with the App Rec'd Date filter) is part of the ROW Advanced Analytics Automated Triage project? If so, we'll wait for it to come out for all missions. We've already found an interim solution to identify the TRV apps received since Sept 7th in Mod1, but we'll await your team's response to the issue assigning the files to bins is causing. (Perhaps we can just delete the assignments on our apps received since Sept 7th for now? Or will the AA team just put the assignments back in each day?)

FYI that all we saw in the INPP so far was this brief mention in the Annotated PDIs attachment.

> *Officers are encouraged to leverage the Advance Analytics (AA) Automated Triage list for compassionate and prioritized cases, while also using Chinook Module 1 and the Global Case Management System (GCMS) Answers to further refine their query as required.*
> …
> *Additional guidance is being prepared, including use of AA Global triage.*

Could Joseph please be sent the September email update please? He didn't receive it though Donna Hickey confirmed he was on the Chinook email list.

Thank you and bon courage!
Samantha

From: Rushton.Robin-Leah <Robin-Leah.Rushton@cic.gc.ca>
Sent: September 28, 2021 8:37 PM
To: Lee, Samantha -PARIS -IM <Samantha.Lee@international.gc.ca>
Cc: Law, Joseph -PARIS -IM <Joseph.Law@international.gc.ca>; [redacted] PARIS -IM [redacted]@international.gc.ca>; [redacted] -PARIS -IM <[redacted]@international.gc.ca>; Daponte.Andie <Andie.Daponte@cic.gc.ca>; IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>; Wong.Mark <Mark.Wong@cic.gc.ca>; Fernandez.Alexis <Alexis.Fernandez@cic.gc.ca>; IN INOM / OMRI RI (IRCC) <IRCC.ININOM-OMRIRI.IRCC@cic.gc.ca>; IN SPD / PPS RI (IRCC) <IRCC.INSPD-PPSRI.IRCC@cic.gc.ca>; Bishop.Keri <Keri.Bishop@cic.gc.ca>; Penn.Taylor <Taylor.Penn@cic.gc.ca>
Subject: RE: Sept 7th Mod1 Chinook update for all offices?

Hi Samantha,

The email from Scott Wakeman was only sent to LAC and CN participants who were included in the original training session for the new Rest of World (ROW) Advanced Analytics Automated Triage. The plan was to have LAC offices test out the functionality, identify bugs, provide feedback, etc. before formally advising all other missions that they may begin using it, should they choose to. The goal of the ROW Automated Triage is to allow for a more streamlined approach to processing new TRV e-Applications received post-September 7th, and eventually/when capacity allows, the 350k+ TRV backlog. The User Manual drafted by Advanced Analytics Solutions Centre (A2SC) colleagues, in collaboration with CN and IN, also provides this information, as well as additional details related to the triage itself. Should you require access to the link, please let me know.

I believe information related to the ROW Automated Triage was disseminated via the INPP a few weeks ago, with another update coming this week or next (looping in IN-RIC to confirm). INOM is also planning to hold a Global Innovator's Squad (GIS) working group meeting to dive into the details of the ROW Automated Triage, with a date to be confirmed but hopefully the second week of October.

Finally, Joseph did reach out this morning and raised a few questions related to Mod 1. The team is preparing a response for him, which should be ready either EOD today or tomorrow. Also, there hasn't been a Chinook monthly call since June (I think it was June), as we pause for the summer months. We cancelled the meeting in September due to competing priorities (namely ongoing AEGIS work) and sent out an email update instead. The next Chinook monthly call is scheduled for October 20th.

I hope the above was helpful, but if not, please let me know.

Regards,

s.17

s.16(2)

Robin Rushton
(she/her/elle)

Assistant Director – INOM, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Robin-Leah.Rushton@cic.gc.ca
Telework: M-F 7-3pm (EDT)

Directrice adjointe - RIOM, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Robin-Leah.Rushton@cic.gc.ca
Télétravail: L-V 7-15h (HAE)

From: Daponte.Andie <Andie.Daponte@cic.gc.ca>
Sent: Tuesday, September 28, 2021 2:25 PM
To: Lee.Samantha <Samantha.lee@international.gc.ca>; IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>; Rushton.Robin-Leah <Robin-Leah.Rushton@cic.gc.ca>
Cc: Joseph.Law@international.gc.ca; @international.gc.ca>; @international.gc.ca
Subject: RE: Sept 7th Mod1 Chinook update for all offices?

Hey Sam,

I hope you are doing well. Thanks for the message, I can copying in Robin who leads on the Chinook file and she will get back to you shortly with a reply.

Thanks,

Andie Daponte

Director, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Andie.Daponte@cic.gc.ca / Tel: Teleworking
Telework hours: Monday to Friday 7:30 – 3:30 EST
Your Mental Health and Well-Being are important – Take care of yourself

Directeur, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Andie.Daponte@cic.gc.ca / Tél.: Teletravail
heures: lundi – vendredi 07h30 – 15h30 EST
Votre santé mentale et votre bien-être sont importants - Prenez soin de vous

From: Lee.Samantha <Samantha.lee@international.gc.ca>
Sent: Tuesday, September 28, 2021 11:23 AM
To: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>; Daponte.Andie <Andie.Daponte@cic.gc.ca>
Cc: Joseph.Law@international.gc.ca; @international.gc.ca>; @international.gc.ca
Subject: Sept 7th Mod1 Chinook update for all offices?

Hey Andie,

Sorry to bother you. But we're confused about the Chinook Mod1 update that we were supposed to receive after Sept 7th. Joseph Law, our temporary Chinook lead, was only recently added to the Chinook email distribution list, but has not received any update. We have also not been included in the recent monthly Chinook calls. So he asked around and found that some missions have received the attached e-mail.

Can you please tell us if all missions are supposed to be participating in the attached, or is it a pilot project / beta version that only involves some missions? (If it's only for some missions, will the rest of the missions still get some sort of Mod1 update with the new App Rec'd Date filter?) Due to lack of processing capacity, we're hesitant to dive in, if the product is not ready for all offices to use, or if we haven't already been identified to use it.

At first glance, it sounds like the assigning of apps to bins in GCMS will drastically change the way we process using Mod1, because we'll no longer be able to pull from the Mod1 lines in the frontend. I'm speaking not only of officer eligibility processing and also for all our other activity-based TRV processing by support staff. But perhaps this is all resolved/explained in the 30+ page manual that goes with this new project. ☺

Thanks in advance,
Samantha Lee
Gestionnaire de l'unité de Résident temporaire | Temporary Resident Unit Manager
samantha.lee@international.gc.ca
Téléphone | Telephone +33 (0)1 44 43 24 05. (MITNET).
130 rue du Faubourg Saint-Honoré, 75008 Paris, France
Ambassade du Canada | Embassy of Canada
Gouvernement du Canada | Government of Canada

Gouvernement du Canada Government of Canada

s.17

Arnal.Maria

From: IN Chinook / Chinook RI (IRCC)
Sent: August 10, 2021 12:17 PM
To: @international.gc.ca'
Subject: RE: SOP/ training material

Yes, I can get you in contact with the right person for each Module.

Can you send me your initial contact and the issues you are having. Also if it is any easier, please complete the details on the below error report template for Chinook.

Glad to help!

Chinook Error Reporting

Email to: IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca

User Name	
IRCC Office Location	
Which Chinook module?	
Which Office build (eg. 2010; 2013; 2016) and version number of the Chinook module?	
Which Chinook modules were running at the same time?	
Brief description of event. (what user was doing when issue occurred)	
Screenshots (if possible)	
Which version of Windows?	
Which version of Office?	
Other details?	

From: @international.gc.ca [mailto: @international.gc.ca]
Sent: August 10, 2021 11:49 AM
To: IN Chinook / Chinook RI (IRCC)
Subject: RE: SOP/ training material

Thank you, Donna!

I do have another quick question.
We are having some trouble with Mod 2+3 and in our office. We haven't used Mod2 for a year (due to COVID and no TR processing going on here).
I am not sure the last time that the previous TR unit manager used Mod 3.
I've exhausted my troubleshooting capabilities. Could you guide me to someone who might be able to help?
I've sent an email to the Mod3 team lead (if that person is still in the role).

Any help is greatly appreciated!

Regards,

Second Secretary | Deuxième secrétaire (Migration)
@international.gc.ca

s.17

s.16(2)

Tel (+
Cell
MITNET
PO Box 1639, 42 Independence Avenue, Accra, Ghana
High Commission of Canada in Ghana | Haut Commissariat du Canada au Ghana
Government of Canada | Gouvernement du Canada

Government of Canada Gouvernement du Canada

Canada

From: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Sent: August 10, 2021 2:00 PM
To: -ACCRA -IM < @international.gc.ca>
Subject: RE: SOP/ training material

Hi

My pleasure to share with you all the training links and manuals Chinook 1.0 Excel has available.

- Webex Module Training 2020 (https://gcdocs2.ci.gc.ca/otcs/cs.exe/link/375864241)
- User Manuals 2020 (https://gcdocs2.ci.gc.ca/otcs/cs.exe/link/376868062)

If you need anything additional, please let me know.

Donna Hickey

IN Chinook

From: @international.gc.ca [mailto: @international.gc.ca]
Sent: August 9, 2021 8:43 AM
To: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Subject: SOP/ training material

Hello/Bonjour,

I'm writing to request assistance in providing a Chinook introduction/ guide to a new officer.

I'm the only officer remaining in this office with experience processing with Chinook, but am currently in the PR unit.
I last used Chinook for bulk processing before MOD5 flags were required.

I am wondering if you could provide me a link to the latest SOPs/ guide.
Grateful for any assistance.

s.17

s.16(2)

Regards,

[redacted]

Second Secretary | Deuxième secrétaire (Migration)
[redacted]@international.gc.ca
Tel [redacted]
Cell [redacted]
MITNET [redacted]
PO Box 1639, 42 Independence Avenue, Accra, Ghana
High Commission of Canada in Ghana | Haut Commissariat du Canada au Ghana
Government of Canada | Gouvernement du Canada

Government of Canada Gouvernement du Canada

Canada

Arnal.Maria

From:	Transformation DGO / BDG Transformation (IRCC)
Sent:	September 24, 2021 1:12 PM
To:	IPG / DGO (IRCC); IRCC.F CN DGO / BDG RC F.IRCC; IRCC.F DN DGO / BDG RN F.IRCC; IRCC.F IN DGO / BDG RI F.IRCC; IRCC.F COMM DGO / BDG COMM F.IRCC; IRCC.F OPP DGO / BDG PRO F.IRCC; IRCC.F SGCO Legal Services Unit / Services Juridiques BAGP F.IRCC; IRCC.F EDW Chinook / Chinook EDW F.IRCC; ITOps DGO / BDG OpsTI (IRCC); CMB DGO / BDG DGRC (IRCC); CE DGO / BDG EC (IRCC); TES / EDT (IRCC); TB TO / BT DT (IRCC); IRCC.F FSB DGO / BDG DGSF F.IRCC; IRCC.F IB DGO / BDG DGI F.IRCC; IRCC.F CDO DGO / BDG DPD F.IRCC; IRCC.F DGO IAA / BDG VIR F.IRCC
Cc:	Iatauro.Connie; Dossani.Junaid; Masmoudi.Sakina; Transformation DGO / BDG Transformation (IRCC)
Subject:	Study Permit Lab MVP workshop Synthesis/Synthèse de l'atelier PMV du laboratoire Permis d'études

(La version française se trouve au bas)

Dear colleagues,

Thank you for joining our Minimum Viable Product (MVP) workshop!

We hosted over 40+ participants from across the department to align on the design desirability, business viability, and technical feasibility of 20+ potential MVP features. Drawing inspiration from our future state journey, we worked cross-functionally to think boldly about the end-to-end client journey with Study Permits and refine the features to be included in our MVP and future roadmap. We appreciate all the insights and expertise you shared with us – we could not have done it without you!

The next step in our Study Permit journey is to conduct our Sprint 0 and then begin sprinting within the next month to bring the MVP to life. We hope that you stay involved with us through the sprint demos, UX/UI research, and more to come.

Thank you again for your participation and continued support!
The Study Permit Lab

Presentation:
https://gcdocs2.ci.gc.ca/otcs/cs.exe?func=ll&objaction=overview&objid=419804709

****

Chers collègues,

Je vous remercie de votre participation à notre atelier sur le produit minimum viable (PMV)!

Nous avons accueilli plus de 40 participants de l'ensemble du Ministère pour examiner l'intérêt de la conception, la viabilité opérationnelle et la faisabilité technique de plus de 20 caractéristiques potentielles du PMV. En nous inspirant de notre parcours futur, nous avons travaillé de façon transversale pour réfléchir de manière audacieuse au parcours de notre client de bout en bout pour le Permis d'Études et parfaire les caractéristiques à inclure dans notre PMV et notre future feuille de route. Nous apprécions toutes les perspectives et l'expertise que vous nous avez offertes – nous n'aurions pas pu réussir sans vous!

La prochaine étape de notre parcours du Permis d'Études consiste à amorcer notre cycle 0 du sprint et à poursuivre les sprints au cours du prochain mois pour donner vie au PMV. Nous espérons que vous resterez mobilisés à nos côtés dans le cadre des démonstrations du sprint, des recherches sur l'EU/l'IU et autres activités à venir.

Nous vous remercions encore une fois de votre participation et de votre appui continu!

Cordialement,
Le Laboratoire Permis d'Études

Présentation :
https://gcdocs2.ci.gc.ca/otcs/cs.exe?func=ll&objaction=overview&objid=419804709

FOR INTERNAL USE ONLY

Study Permit Digital Lab
MVP Workshop Synthesis

Laboratoire du Permis d'Études
Synthèse de l'atelier PMV

September 2021 – Septembre 2021

This document is for the internal use of The Department of Immigration, Refugees and Citizenship Canada (IRCC) and should not be disclosed in whole or in part outside of IRCC

s.19(1)

The Study Permit Digital Lab held our MVP workshop September 3rd–4th

40+ Participants from across IRCC

6 Hours of assessing the technical feasibility, business viability, and impact on client experience

6 Signature features selected to inform MVP scope and early product roadmap

“ ” *Working towards making the study permit process intuitive, seamless and more transparent*

We had two goals for the MVP workshop…

…underpinned by three key outcomes that we want to drive

1

Collectively assess the impact and feasibility of 20+ features derived from the Zero Based Design (ZBD) workshop

2

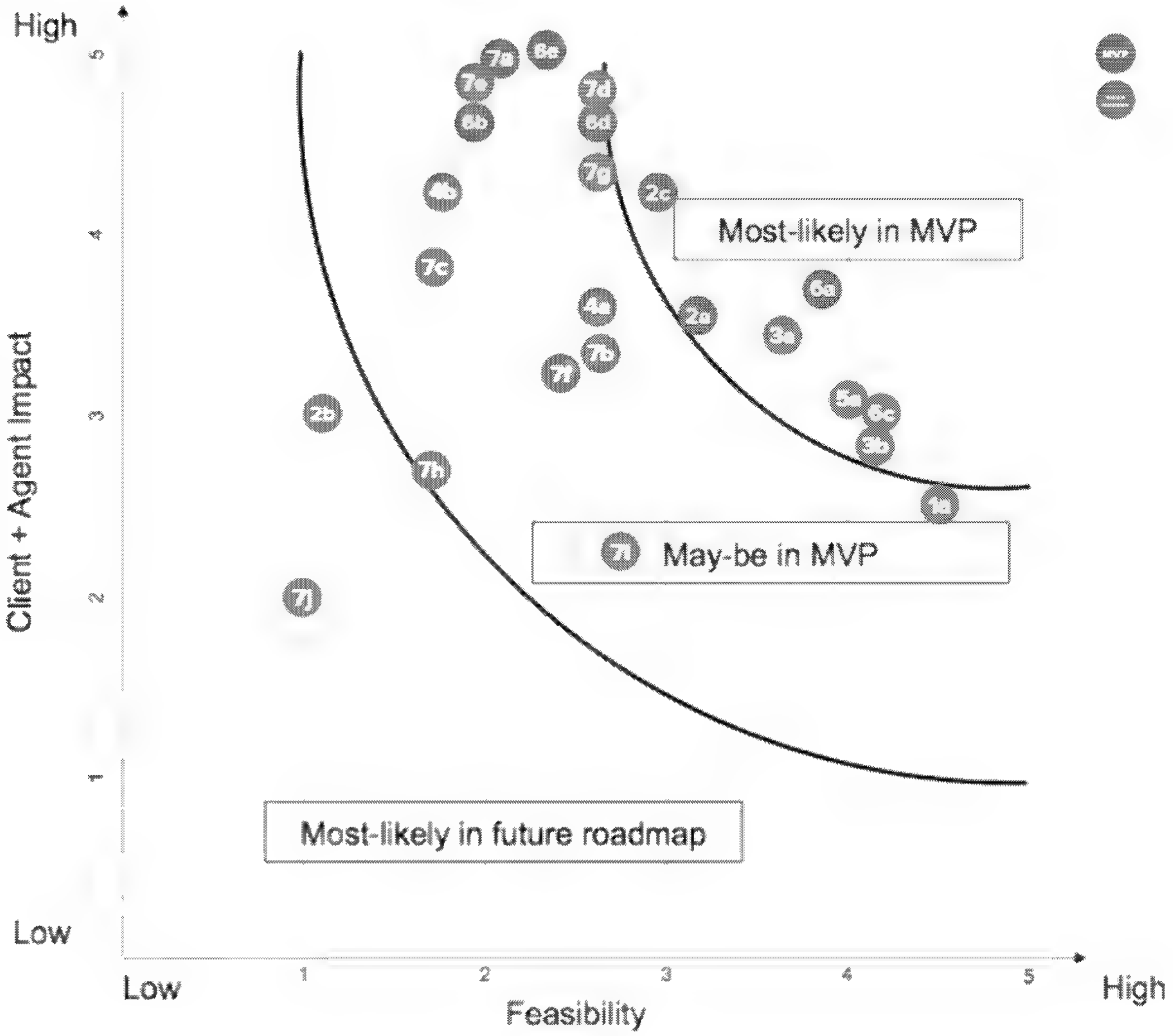
Prioritize an initial set of features and define an initial scope for an MVP

Les groupes de discussions ont classé par ordre de priorité plus de 20 fonctionnalités en fonction de leur impact positif sur les clients, l'IRCC et la faisabilité technique

Exemple d'évaluation des caractéristiques du tableau de bord Mural

Matrice de priorisation

Construit grâce à une discussion collaborative lors de l'atelier PMV avec plus de 40 collègues de l'IRCC, ainsi qu'à la recherche de la phase de base.



The two-day workshop enabled rich cross-functional discussions

Select themes discussed

Proactive communication: Delivering updates and meaningful information directly to the client when they need it

Stakeholder integration: Establishing seamless information sharing with stakeholders to increase officer confidence and reduce fraud

Automation: Process automation to speed throughput and enable officers to focus on higher-value activities

Application efficiency: Reusing information to make applying for extensions a breeze for the client while streamlining processing for the officer

Client-centered information: Program information focused on the client's study-in-Canada journey in words and language they understand

Perspectives shared

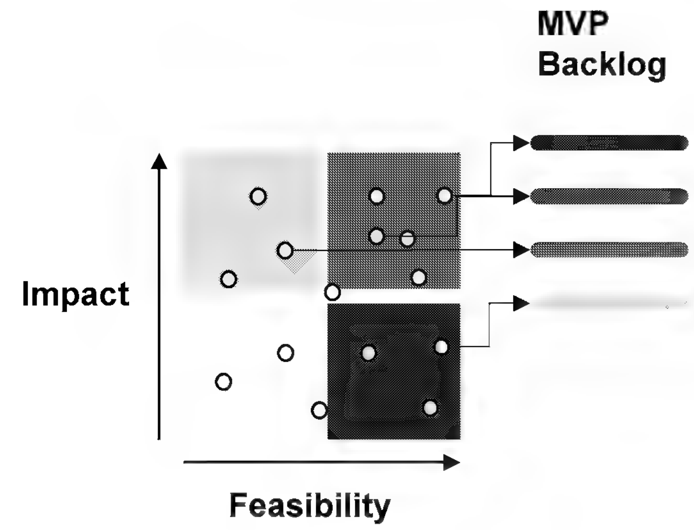
> *The goal is to generate simpler processes, drive operational excellence while maintaining costs and announcing client journey, both client and internal focuses*

> *Automation will save us time and create efficiencies within the units and departments and also result in happier clients*

> *As we are moving forward, I feel hopeful and motivated!*

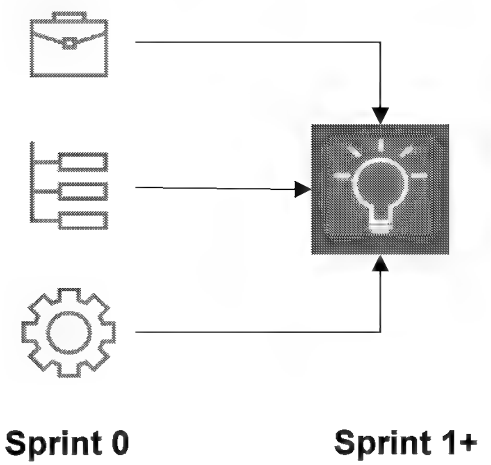
We are all part of this journey: The Digital Lab will continue to collaborate with colleagues from across IRCC as we bring the MVP to life

Last week: MVP Workshop



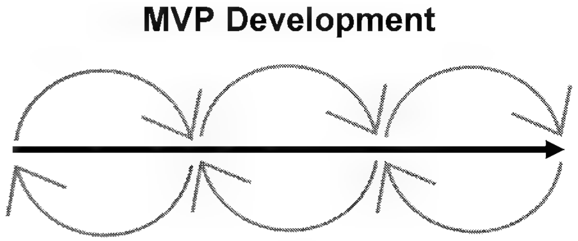
- Rated and prioritized features by **desirability, viability** and **feasibility**
- Prioritization will be used to align on **first release version of the North Star end-to-end journey**

Next few weeks



- During Sprint 0, scope of the first product release will be further refined – including **further diligence of technical feasibility** and **organizational impact**

Next few months



- Looking ahead, MVP will be delivered through **iterative sprints**
- We will **learn quickly** and **adapt our approach** through **continuous feedback from stakeholders**

How you can stay involved to help shape our efforts as one IRCC team!

Comment vous pouvez rester impliqué pour contribuer à définir nos efforts en tant qu'une équipe IRCC !

Sprint demos

Sharing **new functionality on a weekly basis** to create a fun and open **forum for feedback** and ensuring that we bring the best of IRCC to our solution.

Give the Digital Lab team feedback weekly and help us make this reimagined journey amazing!

Partage de **nouvelles fonctionnalités chaque semaine** afin de créer un **forum ouvert** et amusant pour le partage et s'assurer que nous apportons le meilleur d'IRCC à notre solution.

Faites part de vos commentaires à l'équipe à chaque semaine et aidez-nous à faire de ce parcours une expérience extraordinaire !

Ongoing SME engagement

Collaboration with SMEs when product development impacts their domain expertise ensures that our product **best serves IRCC staff and clients**

La collaboration avec les Experts en la Matière lorsque le développement du produit a un impact sur leur expertise dans le domaine permet de garantir que notre produit **sert au mieux le personnel et les clients de l'IRCC**

Deep-dives with end users (e.g., clients/reps)

Targeted UI and UX research with end users to ensure products serve their needs and **deliver value through productivity enhancements**

Recherche ciblée sur l'interface utilisateur et l'expérience utilisateur avec les utilisateurs finaux pour s'assurer que les produits répondent à leurs besoins et **apportent de la valeur en améliorant la productivité**

s.17

Arnal.Maria

From: Rushton.Robin-Leah
Sent: September 1, 2021 10:59 AM
To: Clack.Trevor
Cc: Karkaria.Zal; Wong.Mark; IN INOM / OMRI RI (IRCC); Harrison.Kevin; Davis.Ken; Legault.Philippe; Groenke.Corey; Kavutse.Jean-Claude; Sherman.Boris; Kalisz.Jacqueline; IN Chinook / Chinook RI (IRCC)
Subject: RE: Touching base with Chinook Team re: message from IN.

Adding some friends.

Robin Rushton
(she/her/elle)

Assistant Director – INOM, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Robin-Leah.Rushton@cic.gc.ca
Telework: M-F 7-3pm (EDT)

Directrice adjointe - RIOM, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Robin-Leah.Rushton@cic.gc.ca
Télétravail: L-V 7-15h (HAE)

From:
Sent: Wednesday, September 1, 2021 10:58 AM
To: Clack.Trevor
Cc: Karkaria.Zal ; Wong.Mark ; IN INOM / OMRI RI (IRCC) ; Rushton.Robin-Leah ; Harrison.Kevin ; Davis.Ken ; Legault.Philippe ; Groenke.Corey ; Kavutse.Jean-Claude ; Sherman.Boris ; Kalisz.Jacqueline
Subject: RE: Touching base with Chinook Team re: message from IN.

Hey Trevor,

It looks like the proposed changes in the attachment are for background data handling between Excel Mod 1 for TR to Excel Mod 3 for TR (or 1.5)? I think this resembles the idea that we had originally envisioned by which files pulled in Mod 1 for the decision-maker activity would appear in Mod 3, without the user having to copy and paste from an output sheet. Sounds very promising!

My changes are for Excel Mod 1 for PR:
Chinook - FMS.xlsm
https://gcdocs2.ci.gc.ca/otcs/cs.exe/link/390389760

I think these changes would be useful also for Mod 1 for TR (except item 1, which would be redundant for TR processing). The goal of these changes is to provide more flexibility to allow for processing the 10,000 or so clients who fall under the Afghan Special Measures, but will also facilitate FCP and DR processing in future.

In order of priority:

1. Add logic similar to the current Application/UCI logic for Active Group ID/UCI: When a user pulls from an activity in the interface, UCIs matching that activity cannot be pulled when a member of the same Active Group is a) in a

higher order rule, or b) has been assigned to a different user in GCMS or c) has been assigned to a different user in Mod 1. When a user pulls a UCI from an activity, all of the UCIs from the same Active Group will be pulled. The logic should not apply to inactive Groups (if this is tricky, we can suppress the Group ID for inactive Groups in the data, as is the case for Mod 1 for TR now).

2. Add a multiple selection filter to Mod 1 to include Special Program Code. The filter should operate like the current Citizenship filter, allowing for selection of multiple SPCs. When the user selects some SPCs, the tool must hide any UCIs in the display frame that do not meet that SPC. The tool will not provide the UCIs that do not meet that SPC when UCIs are pulled from the activity. However, the tool will provide UCIs that are in the same Group or Application as a UCI that is pulled.
3. Modify the RC Code/Assigned To filter to allow All as an option: The All option should **display** all UCIs, regardless of whether they are Assigned in GCMS or in Mod 1. However, existing rules on **pulling** the files should continue to apply.
4. Modify Search to allow search by Group ID, alongside Application and UCI.

Last thing: we would like to see this going forward in parallel with AAM if possible, in order to switch to a centralized, cloud based tool when ready. The huge drawback of the Excel tool, of course, is the local housing of the database, along with the flakiness of Excel, of course!

Hope that makes sense, let me know what else you need.

Cheers

Steffan

From: Clack.Trevor <Trevor.Clack@cic.gc.ca>
Sent: September 1, 2021 4:47 PM
To: -NROBI -IM < @international.gc.ca>
Cc: Karkaria.Zal <Zal.Karkaria@cic.gc.ca>; Wong.Mark <Mark.Wong@cic.gc.ca>; IN INOM / OMRI RI (IRCC) <IRCC.ININOM-OMRIRI.IRCC@cic.gc.ca>; Rushton.Robin-Leah <Robin-Leah.Rushton@cic.gc.ca>; Harrison.Kevin <Kevin.Harrison@cic.gc.ca>; Davis.Ken <Ken.Davis@cic.gc.ca>; Legault.Philippe <Philippe.Legault@cic.gc.ca>; Groenke.Corey <Corey.Groenke@cic.gc.ca>; Kavutse.Jean-Claude <Jean-Claude.Kavutse@cic.gc.ca>; Sherman.Boris <Boris.Sherman@cic.gc.ca>
Subject: FW: Touching base with Chinook Team re: message from IN.

Hi Steffan,

I heard through Zal that there is a request for assistance related to the Afghanistan evacuation that may require modifications to some of Chinook 1.0. We already have requests for modifications (attached). Would it be possible to get requirements for your request and perhaps we can combine them?

Regards,

Trevor Clack

Technical Advisor, Application Development, Transformation
Immigration, Refugees and Citizenship Canada / Government of Canada
Trevor.Clack@cic.gc.ca / Tel: 613-437-6061 / Microsoft Teams

Conseiller(ère) technique, Développement des applications, Transformation
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Trevor.Clack@cic.gc.ca / Tél.: 613-437-6061 / Microsoft Teams

From: Rushton.Robin-Leah <Robin-Leah.Rushton@cic.gc.ca>
Sent: August 31, 2021 06:06
To: Harrison.Kevin <Kevin.Harrison@cic.gc.ca>; Clack.Trevor <Trevor.Clack@cic.gc.ca>; Davis.Ken <Ken.Davis@cic.gc.ca>; Legault.Philippe <Philippe.Legault@cic.gc.ca>; Groenke.Corey <Corey.Groenke@cic.gc.ca>; Kavutse.Jean-Claude <Jean-Claude.Kavutse@cic.gc.ca>; Sherman.Boris <Boris.Sherman@cic.gc.ca>
Cc: Karkaria.Zal <Zal.Karkaria@cic.gc.ca>; Wong.Mark <Mark.Wong@cic.gc.ca>; IN INOM / OMRI RI (IRCC) <IRCC.ININOM-OMRIRI.IRCC@cic.gc.ca>
Subject: RE: Touching base with Chinook Team re: message from IN.

Good morning,

Attached is what was received from A2SC colleagues. Please let me know if you'd like to schedule a meeting with IN/A2SC.

Thanks,

Robin Rushton
(she/her/elle)

Assistant Director – INOM, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Robin-Leah.Rushton@cic.gc.ca
Telework: M-F 7-3pm (EDT)

Directrice adjointe - RIOM, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Robin-Leah.Rushton@cic.gc.ca
Télétravail: L-V 7-15h (HAE)

From: Harrison.Kevin <Kevin.Harrison@cic.gc.ca>
Sent: Monday, August 30, 2021 4:57 PM
To: Clack.Trevor <Trevor.Clack@cic.gc.ca>; Rushton.Robin-Leah <Robin-Leah.Rushton@cic.gc.ca>; Davis.Ken <Ken.Davis@cic.gc.ca>; Legault.Philippe <Philippe.Legault@cic.gc.ca>; Groenke.Corey <Corey.Groenke@cic.gc.ca>; Kavutse.Jean-Claude <Jean-Claude.Kavutse@cic.gc.ca>; Sherman.Boris <Boris.Sherman@cic.gc.ca>
Cc: Karkaria.Zal <Zal.Karkaria@cic.gc.ca>; Wong.Mark <Mark.Wong@cic.gc.ca>; IN INOM / OMRI RI (IRCC) <IRCC.ININOM-OMRIRI.IRCC@cic.gc.ca>
Subject: RE: Touching base with Chinook Team re: message from IN.

Thanks Trevor,

For VBA coding skills that's very true. Would love to be able to just build it into Chinook 1.5 but we unfortunately only have a handful of users so that wouldn't really give us the value we need. Per discussion with Trevor and Zal this afternoon, I think the next steps it to arrange a meeting with IN once we have more clarity on what's required and hopefully we can develop a plan and solution that works for all! For Chinook Scrum Team, this may mean things look a bit different over the next sprint, but I know we can handle whatever comes.

Regards,

Kevin Harrison

Scrum Master, Transformation, PSM, PSPO
Immigration, Refugees and Citizenship Canada / Government of Canada
Kevin.Harrison@cic.gc.ca / Tel:

Chef de mêlée, Transformation, PSM, PSPO
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Kevin.Harrison@cic.gc.ca / Tél.:

From: Clack.Trevor <Trevor.Clack@cic.gc.ca>
Sent: August 30, 2021 3:36 PM
To: Rushton.Robin-Leah <Robin-Leah.Rushton@cic.gc.ca>; Harrison.Kevin <Kevin.Harrison@cic.gc.ca>; Davis.Ken <Ken.Davis@cic.gc.ca>; Legault.Philippe <Philippe.Legault@cic.gc.ca>; Groenke.Corey <Corey.Groenke@cic.gc.ca>; Kavutse.Jean-Claude <Jean-Claude.Kavutse@cic.gc.ca>; Sherman.Boris <Boris.Sherman@cic.gc.ca>
Cc: Karkaria.Zal <Zal.Karkaria@cic.gc.ca>; Wong.Mark <Mark.Wong@cic.gc.ca>; IN INOM / OMRI RI (IRCC) <IRCC.ININOM-OMRIRI.IRCC@cic.gc.ca>
Subject: RE: Touching base with Chinook Team re: message from IN.

Hi Kevin et al.

My main thoughts are as follows.

- Our current development team was not "hired" for their VBA coding skills (they we hired for and I note that the below proposed work is using VBA (in Excel).
- I support any work that helps with priorities and/or will get more exposure to the entire Chinook Module suite (and more specifically Module 1/AAM) for our developers.
- The original intent of the VBA version of Chinook was to allow intercommunication between the various modules (mostly unimplemented at release). Note this intercommunication can happen for the implementations (i.e. TR Final Decision Activities opening directly in Chinook 1.5).

I look forward to getting more detail on what is required so that I can fully assess any impacts on our current development work.

Regards,

Trevor Clack

Technical Advisor, Application Development, Transformation
Immigration, Refugees and Citizenship Canada / Government of Canada
Trevor.Clack@cic.gc.ca / Tel: 613-437-6061 / Microsoft Teams

Conseiller(ère) technique, Développement des applications, Transformation
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Trevor.Clack@cic.gc.ca / Tél.: 613-437-6061 / Microsoft Teams

From: Rushton.Robin-Leah <Robin-Leah.Rushton@cic.gc.ca>
Sent: August 30, 2021 11:36
To: Harrison.Kevin <Kevin.Harrison@cic.gc.ca>; Davis.Ken <Ken.Davis@cic.gc.ca>; Clack.Trevor <Trevor.Clack@cic.gc.ca>; Legault.Philippe <Philippe.Legault@cic.gc.ca>; Groenke.Corey <Corey.Groenke@cic.gc.ca>; Kavutse.Jean-Claude <Jean-Claude.Kavutse@cic.gc.ca>; Sherman.Boris <Boris.Sherman@cic.gc.ca>
Cc: Karkaria.Zal <Zal.Karkaria@cic.gc.ca>; Wong.Mark <Mark.Wong@cic.gc.ca>; IN INOM / OMRI RI (IRCC) <IRCC.ININOM-OMRIRI.IRCC@cic.gc.ca>
Subject: RE: Touching base with Chinook Team re: message from IN.

Looping in Mark/INOM inbox.

Robin Rushton
(she/her/elle)

Assistant Director – INOM, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Robin-Leah.Rushton@cic.gc.ca
Telework: M-F 7-3pm (EDT)

Directrice adjointe - RIOM, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Robin-Leah.Rushton@cic.gc.ca
Télétravail: L-V 7-15h (HAE)

From: Harrison.Kevin <Kevin.Harrison@cic.gc.ca>
Sent: Monday, August 30, 2021 12:11 PM
To: Davis.Ken <Ken.Davis@cic.gc.ca>; Clack.Trevor <Trevor.Clack@cic.gc.ca>; Legault.Philippe <Philippe.Legault@cic.gc.ca>; Groenke.Corey <Corey.Groenke@cic.gc.ca>; Kavutse.Jean-Claude <Jean-Claude.Kavutse@cic.gc.ca>; Sherman.Boris <Boris.Sherman@cic.gc.ca>
Cc: Karkaria.Zal <Zal.Karkaria@cic.gc.ca>; Rushton.Robin-Leah <Robin-Leah.Rushton@cic.gc.ca>
Subject: Touching base with Chinook Team re: message from IN.

Hey folks,

Below is the message from IN I referenced in the meeting we just came out of. They advised we'll have a bit more info about needs by end of day today. Once I find out more I'll let you all know and will arrange a meeting with you all to discuss how we can proceed.

---------------------- TEAMS MESSAGE FROM ROBIN

Are you aware of the gongshow that is coming September 7th with borders reopening and the TRV Strategy? Well, we're leveraging advanced analytics automated triage for new apps received post-Sept 7th, as well as the ~350k in the inventory. However, we also want to use Chinook (Excel) Mod 1 to create additional efficiencies. A2SC folks are creating case annotations for officers, as well as triaging apps into certain buckets. However, we want to be able to push the case annotations directly into Chinook (Excel) Mod 3. A2SC says they found a way via VBA to do this easily, and are going to send an email with details that I can pass along. Any chance that any of your folks would be able to make the changes for us so officers overseas do not have to do a million work arounds to get the case annotations?

Looks like right now they just need help building something that links Mod 1 to Mod 3 functionality to support what's about to happen with TRVs and border re-opening. I told them that is this is their highest priority right now I support having our team shift priorities to support. That being said, I said I'd touch base with you guys to see what would be needed and also let them know this may impact our ability to deliver AAM MVP by end of September.

That all said, I know this work wouldn't exactly be Chinook 1.5 development, but I'm thinking it could be useful for AAM. Specifically, if whoever is working to do the above (assuming we get okay from Connie etc) could also map out the functionality developed, we could also build the same needs into AAM when the time comes.

For Chinook Devs: Any initial thoughts?

Regards,

Kevin Harrison

Scrum Master, Transformation, PSM, PSPO
Immigration, Refugees and Citizenship Canada / Government of Canada
Kevin.Harrison@cic.gc.ca / Tel:

Chef de mêlée, Transformation, PSM, PSPO
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Kevin.Harrison@cic.gc.ca / Tél.:

s.17

Arnal.Maria

From:	Hickey.Donna
Sent:	September 23, 2021 10:48 AM
To:	IN Chinook / Chinook RI (IRCC)
Subject:	FW: TR Module 1 Date filter for Received Date

Donna Hickey

Program Officer, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Donna.Hickey@cic.gc.ca / Tel: 613-437-7260

, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Donna.Hickey@cic.gc.ca / Tél.: 613-437-7260

From: Clack.Trevor
Sent: September 9, 2021 5:08 PM
To: Hickey.Donna ; Rushton.Robin-Leah ; Wong.Mark
Cc: Karkaria.Zal ; Harrison.Kevin
Subject: TR Module 1 Date filter for Received Date

Hi All,

Find here (GCDOCS link in the Chinook Development folder) the first pass on the Received Date filter.

For reference, we track this in our Dev Ops under ticket #715056 - TR Mod 1 - Add Filter for Received date.

Regards,

Trevor Clack

Technical Advisor, Application Development, Transformation
Immigration, Refugees and Citizenship Canada / Government of Canada
Trevor.Clack@cic.gc.ca / Tel: 613-437-6061 / Microsoft Teams

Conseiller(ère) technique, Développement des applications, Transformation
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Trevor.Clack@cic.gc.ca / Tél.: 613-437-6061 / Microsoft Teams

Arnal.Maria

From: SIMB CP DWS / SED PM DGSGI (IRCC)
Sent: September 23, 2021 9:10 AM
To: IN Chinook / Chinook RI (IRCC)
Cc: Gagnon.Paul; SIMB CP DWS / SED PM DGSGI (IRCC)
Subject: RE: Urgent - Chinook Data Errors

Hello,

Apologies for not sending the ticket number. Here it is now:

A work ticket has been created for your request. For any inquiries, please email SIMB CP DWS / SED PM DGSGI (IRCC) IRCC.SIMBCPDWS-SEDPMDGSGI.IRCC@cic.gc.ca quoting this reference number.

#

Un billet a été créé pour votre demande de service. Si vous avez des questions, veuillez communiquer avec SIMB CP DWS / SED PM DGSGI (IRCC) IRCC.SIMBCPDWS-SEDPMDGSGI.IRCC@cic.gc.ca en indiquant ce numéro de référence.

Thank you - Merci,

IRCC information may be used for internal purpose only and not for secondary distribution, publication or litigation without IRCC approval.
L'Information de IRCC peut être utilisée seulement à des fins internes et non pour distribution secondaire, publication ou litige sans l'approbation de IRCC.

From: IN Chinook / Chinook RI (IRCC)
Sent: September 23, 2021 8:56 AM
To: SIMB CP DWS / SED PM DGSGI (IRCC)
Cc: Gagnon.Paul ; IN Chinook / Chinook RI (IRCC)
Subject: FW: Urgent - Chinook Data Errors
Importance: High

Hi Paul,

Following up because I did not receive a ticket number on this request. Wondering if it is being looked at.

Thanks again.

Donna Hickey

Program Officer, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Donna.Hickey@cic.gc.ca / Tel: 613-437-7260

, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Donna.Hickey@cic.gc.ca / Tél.: 613-437-7260

From: Hickey.Donna **On Behalf Of** IN Chinook / Chinook RI (IRCC)
Sent: September 21, 2021 2:06 PM
To: SIMB CP DWS / SED PM DGSGI (IRCC) <IRCC.SIMBCPDWS-SEDPMDGSGI.IRCC@cic.gc.ca>
Cc: Gagnon.Paul <Paul.Gagnon@cic.gc.ca>; Brian.Colin <Colin.Brian@cic.gc.ca>; IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Subject: Urgent - Chinook Data Errors
Importance: High

Hi Paul,

1. Ankara has identified multiple cases where data is several months out of date. For example, [redacted] Data gives a [redacted]
2. Mexico has identified two cases where the application record is missing entirely from the Mod 1 data. There are likely to be other cases.

With these listed data issues can you please investigate and provide an update.

Thanks again.

Donna Hickey

Program Officer, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Donna.Hickey@cic.gc.ca / Tel: 613-437-7260

, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Donna.Hickey@cic.gc.ca / Tél.: 613-437-7260

Arnal.Maria

From:	Gagnon.Paul
Sent:	September 23, 2021 2:47 PM
To:	IN Chinook / Chinook RI (IRCC)
Cc:	Brian.Colin
Subject:	RE: Urgent - Chinook Data Errors - tfs # 720209

Hi Donna,

This appears to be somewhat associated to other missing chinook apps issue which is still being investigated by the ETL team.
Will let you know more once we've figured things out.

Thanks,
Paul Gagnon
Senior Developer, Enterprise Data Warehouse, Digital Strategy Branch
Immigration, Refugees and Citizenship Canada / Government of Canada
Paul.Gagnon@cic.gc.ca / Tel: 613-437-5617 JETS B942

Développeur senior, l'entrepôt de données organisationnelles, Direction de la stratégie numérique
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Paul.Gagnon@cic.gc.ca / Tél.: 613-437-5617 JETS B942

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Arnal.Maria

From: Karkaria.Zal
Sent: August 18, 2021 9:54 AM
To: Vanderpost.Sean
Cc: Kavutse.Jean-Claude; Clack.Trevor; 'Joseph.Law@international.gc.ca'; IN Chinook / Chinook RI (IRCC)
Subject: FW: urgent - Chinook+

Hi Sean,

See exchange below. Are you able to assist Joseph and look into his issue? Note that he is based in Paris.

Thanks,
Zal

Zal Karkaria
Assistant Director | Directeur Adjoint
Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada
Government of Canada | Gouvernement du Canada

From:
Sent: August 18, 2021 9:38 AM
To: Joseph.Law@international.gc.ca
Cc: Karkaria.Zal ; IN INOM / OMRI RI (IRCC) ; JL.Officer / JL.Officier (IRCC)
Subject: RE: urgent - Chinook+

Hi Joseph,
Sorry to hear. I'm forwarding this to the Journey Lab and to INOM just in case they may have any expertise to share about the French Chinook Tab.

Zal/INOM – looks like Joseph is having issues with opening up a new Chinook tab activity only when in French but not in English. At the time I suggested deleting his previous sessions with upload errors, but that doesn't seem to be the issue as the English session works normally.

Best,

From: Law, Joseph -PARIS -IM <Joseph.Law@international.gc.ca>
Sent: Wednesday, August 18, 2021 5:17 AM
To: -SHNGI -IM < @international.gc.ca>
Subject: RE: urgent - Chinook+

Hey it still doesn't work but I suspect it's because I alternate between French and English sessions in Chrome. When I run chinook+ on French, wait for it to end, and start a new session in English – it might screw things up.

Oh well. In the meantime, it only works on the English session. The French session still says I have a chinook+ session active but I don't, and I don't want to delete all my session IDs because my manager checks.

If you have another solution, please let me know. No rush.

Thanks,

Joe

JOSEPH LAW
Deuxième secrétaire | Second Secretary
Téléphone | Telephone +33 (0)1 44 43 27 34
MITNET:
130 rue du Faubourg Saint-Honoré, 75008 Paris, France
Ambassade du Canada | Embassy of Canada
Gouvernement du Canada | Government of Canada
joseph.law@international.gc.ca

From: Law, Joseph -PARIS -IM
Sent: lundi 26 juillet 2021 15:49
To: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Subject: urgent - Chinook+
Importance: High

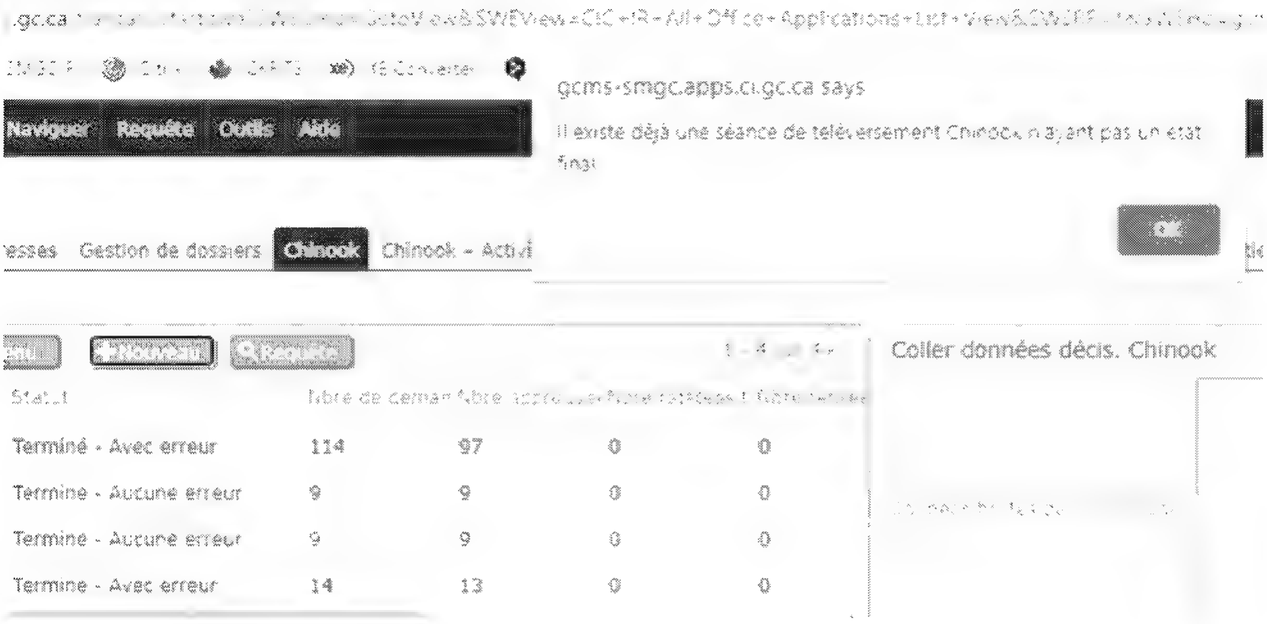
Bonjour,

Je reçois toujours ce message d'erreur disant que j'ai une autre session en cours. J'ai tout essayé pour dépanner ce problème, sans succès.

Pourriez-vous svp m'aider à résoudre ce problème le plus rapidement possible?

Merci,

Joseph



gcms-smgc.apps.ci.gc.ca says

Il existe déjà une séance de téléversement Chinook n'ayant pas un état final

Coller données décis. Chinook

Statut	Nbre de deman	[illegible]	[illegible]	[illegible]
Terminé - Avec erreur	114	97	0	0
Terminé - Aucune erreur	9	9	0	0
Terminé - Aucune erreur	9	9	0	0
Terminé - Avec erreur	14	13	0	0

JOSEPH LAW

s.16(2)

Deuxième secrétaire | Second Secretary
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130 rue du Faubourg Saint-Honoré, 75008 Paris, France
Ambassade du Canada | Embassy of Canada
Gouvernement du Canada | Government of Canada
joseph.law@international.gc.ca

Arnal.Maria

From: Wong.Mark
Sent: September 22, 2021 4:37 PM
To: Rushton.Robin-Leah; IN Chinook / Chinook RI (IRCC)
Subject: RE: URGENT: Chinook+
Attachments: Offices that use Chinook Mod3+.xlsx

Hey Robin,

I pulled the numbers by matching officers' names with the most recent posting list. Some names couldn't be matched as a result.

Chinook Mod3+ (Office 2013): 8 offices

1. Bogota
2. Ho Chi Minh
3. New Delhi
4. Paris
5. Shanghai
6. Singapore
7. Tokyo
8. Warsaw

Chinook Mod3+ (Office 2016): 15 offices

1. Abu Dhabi
2. Amman
3. Bangkok
4. Bogota
5. Ho Chi Minh
6. Manila
7. Nairobi
8. New Delhi
9. Paris
10. Rabat
11. Rome
12. Shanghai
13. Singapore
14. Tokyo
15. Warsaw

Mark Wong

Senior Program Advisor, INOM, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Mark.Wong@cic.gc.ca / Tel: 343-549-1962

Conseiller principal en programmes, RIOM, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Mark.Wong@cic.gc.ca / Tél.: 343-549-1962

From: Rushton.Robin-Leah
Sent: September 22, 2021 3:18 PM
To: IN Chinook / Chinook RI (IRCC)
Cc: Wong.Mark
Subject: RE: URGENT: Chinook+

Hi, Following up because I need this asap please and thanks.

Robin Rushton
(she/her/elle)

Assistant Director – INOM, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Robin-Leah.Rushton@cic.gc.ca
Telework: M-F 7-3pm (EDT)

Directrice adjointe - RIOM, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Robin-Leah.Rushton@cic.gc.ca
Télétravail: L-V 7-15h (HAE)

From: Rushton.Robin-Leah
Sent: Wednesday, September 22, 2021 2:40 PM
To: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Cc: Wong.Mark <Mark.Wong@cic.gc.ca>
Subject: URGENT: Chinook+
Importance: High

Hi Colleagues,

Do we have answers to the following?

Number of Missions using Chinook+ functionality: TBD (# or %)

Thanks,

Robin Rushton
(she/her/elle)

Assistant Director – INOM, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Robin-Leah.Rushton@cic.gc.ca
Telework: M-F 7-3pm (EDT)

Directrice adjointe - RIOM, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Robin-Leah.Rushton@cic.gc.ca
Télétravail: L-V 7-15h (HAE)

Office	Officer (Office 2013)
Singapore	Florimont Poirier
Bogota	
Paris	Joseph Law
Tokyo	Harold Wulf
Ho Chi Minh	
Shanghai	Raymond Gillis
New Delhi	
Warsaw	Bryan Rappaport

Office	Officer (Office 2016)
Singapore	Florimont Poirier
	Adam Duffield
Bogota	
Amman	
Bogota	
Shanghai	Raymond Gillis
	Thomas Triantafillou
	Shafi Mohamad
	Issam Aboudahab
	Mohamed Diop
Bangkok	Jason Yustin
Rome	
New Delhi	
Manila	
Nairobi	
Rome	Marthe Dufour
Warsaw	Julia Johnston
Warsaw	Brooke Southcote
Warsaw	Bryan Rappaport
	Ons BenHajYahia
	Kevin Lee
	Piotr Maryszczak
Rabat	Lydia Bernier
Paris	Joseph Law
Tokyo	Harold Wulf
Rabat	
Manila	
Ho Chi Minh	
	Liviu Namolovan
	Sandeep Singh
Amman	Sadia Hashi
AbuDhabi	

Arnal.Maria

From:	Nadeau.Katia
Sent:	August 3, 2021 10:07 AM
To:	Yacob.Maria; Transformation DGO / BDG Transformation (IRCC); IRCC.F EDW Chinook / Chinook EDW F.IRCC
Cc:	Ilea.Ryan
Subject:	RE: URGENT: EDW REFRESH NEEDED - A new version of OPP-DART - Progress Towards Admissions for Afghan Public Policies (P23 & P24) Daily Report is available

Good morning,

We were in touch with the business line this weekend and the data was refreshed Sunday and again yesterday morning. The data will be refreshed daily on weekend days, as per regular schedule. Additional discussions are planned with the business line today to clarify process and validate requirements on the frequency of future weekend refreshes.

Please let me know if you have any additional questions.

Thank you ..Katia

From: Yacob.Maria
Sent: Tuesday, August 3, 2021 9:34 AM
To: Transformation DGO / BDG Transformation (IRCC) ; IRCC.F EDW Chinook / Chinook EDW F.IRCC ; Nadeau.Katia
Subject: RE: URGENT: EDW REFRESH NEEDED - A new version of OPP-DART - Progress Towards Admissions for Afghan Public Policies (P23 & P24) Daily Report is available

+ Katia - A/Director for EDW

Regards,
Maria Yacob

Manager, Digital Strategy
Immigration, Refugees and Citizenship Canada / Government of Canada
Maria.Yacob@cic.gc.ca / Tel: 343-572-0467

Gestionnaire, Stratégie numérique
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Maria.Yacob@cic.gc.ca / Tél.: 343-572-0467

From: Transformation DGO / BDG Transformation (IRCC)
Sent: August 3, 2021 9:14 AM
To: IRCC.F EDW Chinook / Chinook EDW F.IRCC <IRCC.EDWChinook-ChinookEDW.IRCC@cic.gc.ca>
Cc: Yacob.Maria <Maria.Yacob@cic.gc.ca>; Transformation DGO / BDG Transformation (IRCC) <IRCC.TransformationDGO-BDGTransformation.IRCC@cic.gc.ca>
Subject: FW: URGENT: EDW REFRESH NEEDED - A new version of OPP-DART - Progress Towards Admissions for Afghan Public Policies (P23 & P24) Daily Report is available

Good morning EDW,

As requested below, we require your urgent assistance to do a data refresh (July 31, Agst 1, etc.) in order for the daily sitrep to have up to date stats for Afghanistan. Please advise. Thank you

On behalf of IN:

We have an urgent weekend situation that we require your assistance with please. I understand you are the EDW weekend contact, hence reaching out to you on behalf of IN DG and OPP A/DG.

Please note that Ops sector is implementing Afghan PPs within ciritcal timelines over this weekend and into next week. A daily sitrep is expected by IRCC senior management (DM level). ADM Ops and DM are meeting tomorrow AM to go over this weekend's critical updates and we are unable to receive updated stats from our OPP colleagues as it appears that EDW data has not yet refreshed for this special project refugee file.

Could you please let us know as soon as possible the eta for the data refresh and if a delay is anticipated, please note that we require immediate escalation on both our sides.

Office of the Director General, Transformation Branch
Immigration, Refugees and Citizenship Canada / Government of Canada
IRCC.TransformationDGO-BDGTransfornation@cic.gc.ca

Bureau du Directeur Générale, Branche de Transformation
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
IRCC.TransformationDGO-BDGTransfornation@cic.gc.ca

From: Carmichael.Serena
Sent: July 31, 2021 6:58 PM
To: Transformation DGO / BDG Transformation (IRCC) <IRCC.TransformationDGO-BDGTransformation.IRCC@cic.gc.ca>
Subject: Fwd: URGENT: EDW REFRESH NEEDED - A new version of OPP-DART - Progress Towards Admissions for Afghan Public Policies (P23 & P24) Daily Report is available

Hi DGO, can you help with this urgent request?
sc

Begin forwarded message:

> **From:** "Duquette.Valerie" <Valerie.Duquette@cic.gc.ca>
> **Date:** July 31, 2021 at 4:48:03 PM EDT
> **To:** "IRCC.F ADMO TDSS / BTSN BSMA F.IRCC" <IRCC.ADMOTDSS-BTSNBSMA.IRCC@cic.gc.ca>, "Lorello.Rina" <Rina.Lorello@cic.gc.ca>, "Bishop.Ralph" <Ralph.Bishop@cic.gc.ca>, "Carmichael.Serena" <Serena.Carmichael@cic.gc.ca>
> **Cc:** "Haddock.Blair" <Blair.Haddock@cic.gc.ca>, "Boros.Raluca" <Raluca.Boros@cic.gc.ca>, "Nesrallah.Joseph" <Joseph.Nesrallah@cic.gc.ca>
> **Subject: TR: URGENT: EDW REFRESH NEEDED - A new version of OPP-DART - Progress Towards Admissions for Afghan Public Policies (P23 & P24) Daily Report is available**
>
> Hi TDSS,

Possible to have EDW provide the data refresh today and tomorrow so we have the stats we need for Afghanistan? IN and Raluca, cc-ed, can provide more detail on what is needed.

Thank you,

Valerie Duquette

Program and Policy Advisor to ADM Operations, Office of the ADM, Operations
Immigration, Refugees and Citizenship Canada / Government of Canada
Valerie.Duquette@cic.gc.ca / Tel: [redacted]

Conseillère des programmes et politiques au SMA Opérations, Bureau du SMA, Opérations
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Valerie.Duquette@cic.gc.ca / Tél.: [redacted]

De : Boros.Raluca
Envoyé : 31 juillet 2021 16:41
À : Duquette.Valerie <Valerie.Duquette@cic.gc.ca>
Cc : Gill.Pemi <Pemi.Gill@cic.gc.ca>; Clark.Julie <Julie.Clark@cic.gc.ca>
Objet : FW: URGENT: EDW REFRESH NEEDED - A new version of OPP-DART - Progress Towards Admissions for Afghan Public Policies (P23 & P24) Daily Report is available

Hi Val,

When your check back online, please see below. We require ADMO assistance across sectors to have EDW do a data refresh (today, tomorrow, etc.) in order for the daily sitrep to have up to date stats from OPP.

Thanks,
Raluca

Raluca Boros

A/Senior Advisor to DG, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Raluca.Boros@cic.gc.ca / Tel: 613-462-1289
Your Mental Health and Well-Being are important – Take care of yourself

Conseillere principale pi, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Raluca.Boros@cic.gc.ca / Tél.: 613-462-1289
Votre santé mentale et votre bien-être sont importants - Prenez soin de vous

From: Boros.Raluca
Sent: July 31, 2021 4:33 PM
To: Ilea.Ryan <Ryan.Ilea@cic.gc.ca>; Nadeau.Katia <Katia.Nadeau@cic.gc.ca>
Cc: Clark.Julie <Julie.Clark@cic.gc.ca>; Scott.Kellen <Kellen.Scott@cic.gc.ca>; Tsegaye.Angelyn <Angelyn.Tsegaye@cic.gc.ca>; Shaw.Symone <Symone.Shaw@cic.gc.ca>
Subject: RE: URGENT: EDW REFRESH NEEDED - A new version of OPP-DART - Progress Towards Admissions for Afghan Public Policies (P23 & P24) Daily Report is available

Hello Katia,

Redirecting this urgent matter your way as per Ryan's out of office.

Thank you,
Raluca

Raluca Boros

A/Senior Advisor to DG, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Raluca.Boros@cic.gc.ca / Tel: 613-462-1289
Your Mental Health and Well-Being are important – Take care of yourself

Conseillere principale pi, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Raluca.Boros@cic.gc.ca / Tél.: 613-462-1289
Votre santé mentale et votre bien-être sont importants - Prenez soin de vous

From: Boros.Raluca
Sent: July 31, 2021 4:31 PM
To: Ilea.Ryan <Ryan.Ilea@cic.gc.ca>
Cc: Clark.Julie <Julie.Clark@cic.gc.ca>; Scott.Kellen <Kellen.Scott@cic.gc.ca>; Tsegaye.Angelyn <Angelyn.Tsegaye@cic.gc.ca>; Shaw.Symone <Symone.Shaw@cic.gc.ca>; Ahmad.Daniel <Daniel.Ahmad@cic.gc.ca>
Subject: URGENT: EDW REFRESH NEEDED - A new version of OPP-DART - Progress Towards Admissions for Afghan Public Policies (P23 & P24) Daily Report is available
Importance: High

Hello Ryan,

We have an urgent weekend situation that we require your assistance with please. I understand you are the EDW weekend contact, hence reaching out to you on behalf of IN DG and OPP A/DG.

Please note that Ops sector is implementing Afghan PPs within ciritcal timelines over this weekend and into next week. A daily sitrep is expected by IRCC senior management (DM level). ADM Ops and DM are meeting tomorrow AM to go over this weekend's critical updates and we are unable to receive updated stats from our OPP colleagues as it appears that EDW data has not yet refreshed for this special project refugee file.

Could you please let us know as soon as possible the eta for the data refresh and if a delay is anticipated, please note that we require immediate escalation on both our sides.

I am available to discuss, explain via teams or phone.

Thank you in advance,
Raluca

Raluca Boros

A/Senior Advisor to DG, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Raluca.Boros@cic.gc.ca / Tel: 613-462-1289
Your Mental Health and Well-Being are important – Take care of yourself

Conseillere principale pi, Réseau international

Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Raluca.Boros@cic.gc.ca / Tél.: 613-462-1289
Votre santé mentale et votre bien-être sont importants - Prenez soin de vous

From: Scott.Kellen
Sent: July 31, 2021 4:14 PM
To: OPP Refugee Stats / Stats Réfugiés PRO (IRCC) <IRCC.OPPRefugeeStats-StatsRefugiesPRO.IRCC@cic.gc.ca>; Boros.Raluca <Raluca.Boros@cic.gc.ca>; IN DGO Mailbox / Boîte BDG RI (IRCC) <IRCC.INDGOMailbox-BoiteBDGRI.IRCC@cic.gc.ca>
Cc: Tsegaye.Angelyn <Angelyn.Tsegaye@cic.gc.ca>; Quintanilha-Arruda.Chris <Chris.Quintanilha-Arruda@cic.gc.ca>; Desautels.Paul <Paul.Desautels@cic.gc.ca>; Clark.Julie <Julie.Clark@cic.gc.ca>; Dougherty.Marcie <Marcie.Dougherty@cic.gc.ca>; Koebel.Melissa <Melissa.Koebel@cic.gc.ca>; Sauve.Carole <Carole.Sauve@cic.gc.ca>; Shillington.Ryan <Ryan.Shillington@cic.gc.ca>; O'Sullivan.Peter
Subject: RE: A new version of OPP-DART - Progress Towards Admissions for Afghan Public Policies (P23 & P24) Daily Report is available

Looping in IN-DGO/Raluca. Also I can confirm that this data is the same as what was provided in the Jul 30 report, so it appears that the data was not refreshed.

Kellen Scott

Acting Assistant Director, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Kellen.Scott@cic.gc.ca / Tel: MS-Teams

Directeur adjoint par intérim, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Kellen.Scott@cic.gc.ca / Tél.: MS-Teams

From: EDW-DoNotReply-NePasRepondre-EDE@cic.gc.ca [mailto:EDW-DoNotReply-NePasRepondre-EDE@cic.gc.ca]
Sent: July 31, 2021 4:01 PM
To: Desautels.Paul <Paul.Desautels@cic.gc.ca>; Clark.Julie <Julie.Clark@cic.gc.ca>; Dougherty.Marcie <Marcie.Dougherty@cic.gc.ca>; Scott.Kellen <Kellen.Scott@cic.gc.ca>; Koebel.Melissa <Melissa.Koebel@cic.gc.ca>; Sauve.Carole <Carole.Sauve@cic.gc.ca>; Shillington.Ryan <Ryan.Shillington@cic.gc.ca>; O'Sullivan.Peter
Cc: OPP Refugee Stats / Stats Réfugiés PRO (IRCC) <IRCC.OPPRefugeeStats-StatsRefugiesPRO.IRCC@cic.gc.ca>; Tsegaye.Angelyn <Angelyn.Tsegaye@cic.gc.ca>; Quintanilha-Arruda.Chris <Chris.Quintanilha-Arruda@cic.gc.ca>
Subject: A new version of OPP-DART - Progress Towards Admissions for Afghan Public Policies (P23 & P24) Daily Report is available

Hi all,

This is a manaul scheduling of this report to run on Sat Jul 31 and Sun Aug 1 at 4pm. Ideally, this should be late enough in the day to run after the data refresh however, there is a chance that the refresh is late and the report does not show updated data. We are working to tie the running of this report on Saturdays and Sundays to the data refresh just as our Mon-fri reports are.

Regards,

OPP Ref Stats

Arnal.Maria

From: Rushton.Robin-Leah
Sent: September 29, 2021 12:35 PM
To: 'Joseph.Law@international.gc.ca'
Cc: Wong.Mark; Bishop.Keri; IN SPD / PPS RI (IRCC); Lee.Samantha; IN Chinook / Chinook RI (IRCC); IN INOM / OMRI RI (IRCC); Daponte.Andie
Subject: RE: USER MATERIALS |

Hi Joseph,

Please see our responses below in red. I hope this clarifies things, but if not or if you have other questions, do not hesitate to ask.

Thanks,

Robin Rushton
(she/her/elle)

Assistant Director – INOM, International Network
Immigration, Refugees and Citizenship Canada / Government of Canada
Robin-Leah.Rushton@cic.gc.ca
Telework: M-F 7-3pm (EDT)

Directrice adjointe - RIOM, Réseau international
Immigration, Réfugiés et Citoyenneté Canada / Gouvernement du Canada
Robin-Leah.Rushton@cic.gc.ca
Télétravail: L-V 7-15h (HAE)

From: Joseph.Law@international.gc.ca
Sent: Wednesday, September 29, 2021 11:30 AM
To: IN Chinook / Chinook RI (IRCC) ; Rushton.Robin-Leah
Cc: Wong.Mark ; Bishop.Keri ; IN SPD / PPS RI (IRCC)
Subject: RE: USER MATERIALS |

Thanks, just a couple more questions:

-
-

s.16(1)(b)

s.16(2)

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joseph.law@international.gc.ca

From: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>
Sent: mercredi 29 septembre 2021 17:26
To: Law, Joseph -PARIS -IM <Joseph.Law@international.gc.ca>; Rushton.Robin-Leah <Robin-Leah.Rushton@cic.gc.ca>
Cc: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>; Wong.Mark <Mark.Wong@cic.gc.ca>; Bishop.Keri <Keri.Bishop@cic.gc.ca>; IN SPD / PPS RI (IRCC) <IRCC.INSPD-PPSRI.IRCC@cic.gc.ca>
Subject: RE: USER MATERIALS |

Hi Joseph,

1 - Testing of Chinook 1.5 Cloud Application and Activity Management (AAM – formerly Mod 1) – INOM provided your name to contact for Paris to be part of the AAM testing to take place Sept. 29 – Oct 12. The Journey Lab will contact you shortly.

2 - TRVs assigned in buckets - Applications assigned to an RC code or GCMS ID can still be pulled from Mod1, just not in the default main screen. Users will need to toggle the Worksharing RC field to the desired A2SC bin in the Filtering Options. Step-by-step instructions and screenshots can be found in Annexes A & D of the User Manual.

If you require anything further please advise.

From: Joseph.Law@international.gc.ca <Joseph.Law@international.gc.ca>
Sent: September 28, 2021 9:36 AM
To: Rushton.Robin-Leah <Robin-Leah.Rushton@cic.gc.ca>
Cc: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>; Wong.Mark <Mark.Wong@cic.gc.ca>; IN INOM / OMRI RI (IRCC) <IRCC.ININOM-OMRIRI.IRCC@cic.gc.ca>; Bishop.Keri <Keri.Bishop@cic.gc.ca>; IN SPD / PPS RI (IRCC) <IRCC.INSPD-PPSRI.IRCC@cic.gc.ca>
Subject: RE: USER MATERIALS |

Thanks for the quick reply Robin.

We are eager to start testing Chinook 1.5 Cloud and AAM. I got a preview of the cloud from one of your programmers in Vancouver a few months ago. Please let me know the next steps.

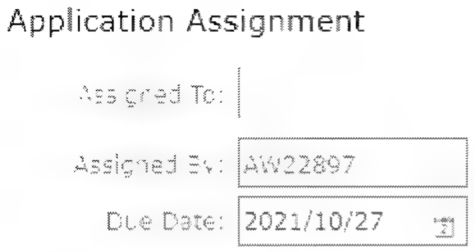
Thanks for clarifying that mod1+ does not exist. That certainly confused us.

The issue with our TRVs is that they are all assigned in buckets, and since the file is assigned, we cannot pull from the line in mod1. I assume them we will have to pull from the magnifying glass (back end) or by manual query (for example, to send the passport request letter).

s.16(1)(b)

s.16(2)(c)

s.16(2)



Application Assignment

Assigned To: [redacted]

Assigned By: AW22897

Due Date: 2021/10/27

I will review the training materials and debrief on our side this week.

Thanks again,

Joseph

JOSEPH LAW
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Ambassade du Canada | Embassy of Canada
Gouvernement du Canada | Government of Canada
joseph.law@international.gc.ca

From: Rushton.Robin-Leah <Robin-Leah.Rushton@cic.gc.ca>
Sent: mardi 28 septembre 2021 15:28
To: Law, Joseph -PARIS -IM <Joseph.Law@international.gc.ca>
Cc: IN Chinook / Chinook RI (IRCC) <IRCC.INChinook-ChinookRI.IRCC@cic.gc.ca>; Wong.Mark <Mark.Wong@cic.gc.ca>; IN INOM / OMRI RI (IRCC) <IRCC.ININOM-OMRIRI.IRCC@cic.gc.ca>; Bishop.Keri <Keri.Bishop@cic.gc.ca>; IN SPD / PPS RI (IRCC) <IRCC.INSPD-PPSRI.IRCC@cic.gc.ca>
Subject: RE: USER MATERIALS | [redacted]

Hi Joseph,

No issue with Paris starting to use the [redacted] if you were also asking about that. However, to be clear, there is no Chinook Mod 1+. With regards to [redacted], officers will need to use the usual Chinook Mod 1 to query for the [redacted] triage (or GCMS, if that is preferable right now) and Chinook Mod 3+ to see the case annotations.

If you're specifically asking to be including in the testing of Chinook 1.5 Cloud Application and Activity Management (AAM – formerly Mod 1), that is certainly a possibility.

May you please confirm?

Thanks,

Robin Rushton
(she/her/elle)

Assistant Director – INOM, International Network

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Telework: M-F 7-3pm (EDT)

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Robin-Leah.Rushton@cic.gc.ca
Télétravail: L-V 7-15h (HAE)

From: Joseph.Law@international.gc.ca <Joseph.Law@international.gc.ca>
Sent: Tuesday, September 28, 2021 9:01 AM
To: Rushton.Robin-Leah <Robin-Leah.Rushton@cic.gc.ca>
Subject: FW: USER MATERIALS |
Importance: High

Dear Robin-Leah,

Would you be open to having Paris start processing in mod1+?

We work regularly in mod1 and mod3+ so I feel that we could be an appropriate test mission, and have been waiting for the launch of mod1+.

Please let me know.

Thanks,

Joseph

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joseph.law@international.gc.ca

From: Wakeman.Scott <Scott.Wakeman@cic.gc.ca>
Sent: mardi 28 septembre 2021 14:57
To: Law, Joseph -PARIS -IM <Joseph.Law@international.gc.ca>
Subject: RE: USER MATERIALS |

Good afternoon Joseph,

Thanks for reaching out. Latin America was included in that session only because they were in a compatible time zone.

We'd love to have you become users and I just gave you access to the User Materials at the links below.

That said, I would first suggest checking with INOM (Robin-Leah Rushton and Mark Wong) on this. I may be mistaken about this, but my understanding is that INOM wanted to have one or two IN offices working with the triage in the first couple of weeks – I presume to verify that there are no major issues – before widening the rollout to all IN officers.

s.17

s.16(1)(b)

s.16(2)

Cheers,
Scott.

From: Joseph.Law@international.gc.ca [mailto:Joseph.Law@international.gc.ca]
Sent: September 28, 2021 3:28 AM
To: Wakeman.Scott <Scott.Wakeman@cic.gc.ca>
Subject: RE: USER MATERIALS |

Good morning Scott,

Was this training intended only for Latin America or can Paris join in the roll-out as well?

Thanks,

Joseph

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Gouvernement du Canada | Government of Canada
joseph.law@international.gc.ca

From: -MXICOA -IM <@international.gc.ca>
Sent: lundi 27 septembre 2021 18:03
To: Law, Joseph -PARIS -IM <Joseph.Law@international.gc.ca>
Subject: FW: USER MATERIALS |

From: Wakeman.Scott <Scott.Wakeman@cic.gc.ca>
Sent: September 21, 2021 11:39 PM
To: Rushton.Robin-Leah <Robin-Leah.Rushton@cic.gc.ca>; Wong.Mark <Mark.Wong@cic.gc.ca>; Bishop.Keri <Keri.Bishop@cic.gc.ca>; Drissi El-Bouzaidi.Imane <Imane.DrissiEl-Bouzaidi@cic.gc.ca>; Hillier.Marilyn <Marilyn.Hillier@cic.gc.ca>; DiRienzo.Vanessa <Vanessa.DiRienzo@cic.gc.ca>; Thibault.Olivier <Olivier.Thibault@cic.gc.ca>; Kay.HsaKaySo <HsaKaySo.Kay@cic.gc.ca>; White.Althea <Althea.White@cic.gc.ca>; Heatherington.Robert <Robert.Heatherington@cic.gc.ca>; Celestin.Jonathan <Jonathan.Celestin@cic.gc.ca>; Vandentillaart.Julie <Julie.Vandentillaart@cic.gc.ca>; Ladouceur.Justin <Justin.Ladouceur@cic.gc.ca>; Cadieux-Larabie.Maude-Olivia <Maude-Olivia.Cadieux-Larabie@cic.gc.ca>; Ploen.Ingrid <Ingrid.Ploen@cic.gc.ca>; Hannat.Ferdous <Ferdous.Hannat@cic.gc.ca>; Parmehutu.Jean-Marie <Jean-Marie.Parmehutu@cic.gc.ca>; Twist.Claudia <Claudia.Twist@cic.gc.ca>; Valdes-Rivero.Zulema <Zulema.Valdes-Rivero@cic.gc.ca>; Vaillancourt.Sylvie <Sylvie.Vaillancourt@cic.gc.ca>; Kouakou.Eric <Eric.Kouakou@cic.gc.ca>; Deluque.Vaythiare <Vaythiare.Deluque@cic.gc.ca>; Arnould.Kaley <Kaley.Arnould@cic.gc.ca>; Koshin.Natra <Natra.Koshin@cic.gc.ca>; Pagal.David <David.Pagal@cic.gc.ca>; Alam.Rozana <Rozana.Alam@cic.gc.ca>; Mandegar.Sheila <Sheila.Mandegar@cic.gc.ca>; Xing.Jiaona <Jiaona.Xing@cic.gc.ca>; Nisubire.Egide-NS <Egide-NS.Nisubire@cic.gc.ca>; Beriault.Ashley <Ashley.Beriault@cic.gc.ca>; Astley.Sheryl <Sheryl.Astley@cic.gc.ca>; Hilchey.Edward <Edward.Hilchey@cic.gc.ca>; Pasta.Rosana <Rosana.Pasta@cic.gc.ca>; Moussa.Mira <Mira.Moussa@cic.gc.ca>; Par.Sunday <Sunday.Par@cic.gc.ca>; Brisebois.Eve <Eve.Brisebois@cic.gc.ca>; Dubois.Christine

<Christine.Dubois@cic.gc.ca>; Jewett.Natalie <Natalie.Jewett@cic.gc.ca>; White.Ian <Ian.White@cic.gc.ca>; Hillier.Alicia <Alicia.Hillier@cic.gc.ca>; Gannon.Todd <Todd.Gannon@cic.gc.ca>; Hamory.Marton <Marton.Hamory@cic.gc.ca>; Bertorelli.Jessica <Jessica.Bertorelli@cic.gc.ca>; Simic.Nikola <Nikola.Simic@cic.gc.ca>; Moody.Reid <Reid.Moody@cic.gc.ca>; Lang.Viktoria <Viktoria.Lang@cic.gc.ca>; Jang.Misun <Misun.Jang@cic.gc.ca>; Luo.Xiang <Xiang.Luo@cic.gc.ca>; Mushangi.Ruth mwihaki <Ruthmwihaki.Mushangi@cic.gc.ca>; Hu.Rui <Rui.Hu@cic.gc.ca>; Walsh.Nancy <Nancy.Walsh@cic.gc.ca>; Dion.Ingrid <Ingrid.Dion@cic.gc.ca>; Delorme.Mathieu <Mathieu.Delorme@cic.gc.ca>; Davelaar.Annemarie <Annemarie.Davelaar@cic.gc.ca>; Bonacci-Badra.Sarah <Sarah.Bonacci-Badra@cic.gc.ca>; Geng.Cong <Cong.Geng@cic.gc.ca>; Gao.Shasha <Shasha.Gao@cic.gc.ca>; Omadto.Omar <Omar.Omadto@cic.gc.ca>; Hart.Dean <Dean.Hart@cic.gc.ca>; Kihara.Harumi <Harumi.Kihara@cic.gc.ca>; Elshobeir.Raghida <Raghida.Elshobeir@cic.gc.ca>; Serbanescu.Dinu <Dinu.Serbanescu@cic.gc.ca>; Munyakazi.Evelyne <Evelyne.Munyakazi@cic.gc.ca>; Uwiringiye.Josette <Josette.Uwiringiye@cic.gc.ca>; Brito.Jordan <Jordan.Brito@cic.gc.ca>; Hou.Yipyng <Yipyng.Hou@cic.gc.ca>; Hwang.Jessica <Jessica.Hwang@cic.gc.ca>; Ribeiro.Luis <Luis.Ribeiro@cic.gc.ca>; [redacted] KNGTN -IM <[redacted]@international.gc.ca>; Frohberg, Alyssa -MXICOA -IM <Alyssa.Frohberg@international.gc.ca>; Dickey, Michelle -MXICOA -IM <Michelle.Dickey@international.gc.ca>; [redacted] -MXICOA -IM <[redacted]@international.gc.ca>; Bulanov, Katerina -MXICOA -IM <[redacted]@international.gc.ca>; [redacted] -MXICOA -IM <[redacted]@international.gc.ca>; Johnston, Alexander -LIMA -IM <Alexander.Johnston@international.gc.ca>; Lui, Iris -LIMA -IM <Iris.Lui@international.gc.ca>; Finall, Sarah -PSPAN -IM <Sarah.Finall@international.gc.ca>; Sutherland, Njemile -PSPAN -IM <Njemile.Sutherland@international.gc.ca>; Lucas, Meaghan -SPALO -IM <Meaghan.Lucas@international.gc.ca>; Luna, Constancia -BAIRS -IM <Constancia.Luna@international.gc.ca>; [redacted] -BGOTA -IM <[redacted]@international.gc.ca>; [redacted] BGOTA -IM <[redacted]@international.gc.ca>; Tipenko.Elena <Elena.Tipenko@cic.gc.ca>; Van.My-Phuong <My-Phuong.Van@cic.gc.ca>; Haffaf.Amine <Amine.Haffaf@cic.gc.ca>; El-Kass.Wassim <Wassim.El-Kass@cic.gc.ca>; Baril.Frederic <Frederic.Baril@cic.gc.ca>
Cc: Pagal.Darren <Darren.Pagal@cic.gc.ca>; Riley.Idania <Idania.Riley@cic.gc.ca>; Nwoke.Chinenye <Chinenye.Nwoke@cic.gc.ca>; Oickle.Natasha <Natasha.Oickle@cic.gc.ca>; Soobrattee.Rennie <Rennie.Soobrattee@cic.gc.ca>; Cordiano-Dumas.Gabriel <Gabriel.Cordiano-Dumas@cic.gc.ca>; Repstock.Peter <Peter.Repstock@cic.gc.ca>; Nguyen.ThiMinhChau <ThiMinhChau.Nguyen@cic.gc.ca>; Duffy.Kathleen <Kathleen.Duffy@cic.gc.ca>
Subject: USER MATERIALS | [redacted]

Hello everyone,

Thanks again for participating in last week's training session!

The [redacted] effectively launched yesterday, Sept 21. Global TRV eApp intake from Sept 7 to Sept 16 has now been assigned by OSC to GCMS IDs for each [redacted] bin – excepting any applications which had already been assigned to an officer or office, so we don't over-write the GCMS ID on applications already being worked on. The case annotations on all Sept 7 to Sept 16 apps should also now be visible in Chinook Mod3+ – if you've downloaded the new version of Mod3+ with case annotations integration. See note on this below.

Applications in the TRV backlog (received before Sept 7) [redacted] We are working with IN and CN on this and will advise when ready.

We've given you access to the new 'User Materials' folder, which contains three items: the User Manual, the recording of last week's training session, and the Bug & Suggestion Reporting Sheet. The links are here:

USER MATERIALS FOLDER
User Manual
Bug & Suggestion Reporting Sheet
Training Session Video

Some important notes and updates:

[redacted]

User Manual

- The bins tables for [redacted] and "Rest of the World" applications now contain the GCMS ID for every triage bin
- Annexes B and C, contributed by IN and CN, include instructions on how to pull apps by triage bin GCMS ID in Chinook Mod1 and in GCMS
- Annex C, contributed by the CPC-O China team, includes an overview of how they manage team workload by triage bin in GCMS
- The manual now contains a list of known triage limitations and bugs; please review this list as you begin processing using the triage

Triage Integration with Chinook Mod1 and Mod3+

- Mod1 and Mod 3+ users must download new versions of these, for full integration with the triage bins and case annotations
- Links to these downloads are in the 'Using the Output' section of the manual

Bug & Suggestion Reporting Sheet

- Officers have made huge contributions to this triage since 2018 by reporting bugs and sharing their ideas. It's a team effort. We need your contributions and hope you'll get involved. ☺
- Please use this sheet to report bugs/issues detected while processing with the bins and case annotations – and to share your ideas for how the bins and case annotations can be improved. Our team reviews this sheet continuously, looks into reported bugs and suggestions, and adds our own comments in the sheet

Support for Triage Users

Helping your teams to learn this triage, to use it with confidence, and to gain real benefits from using it is a top priority for our team. Please do not hesitate to reach out to us if you have any questions.

We look forward to working with you on this!

Warm regards,
Scott.

Scott Wakeman

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